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Mobile Computing Gets Juiced Up

Meet The Power Sources Running Your Machines

by Elizabeth Millard

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ONE OF THE BIGGEST challenges to getting mobile and staying that way has been the reliability and duration of mobile power sources. When laptops first appeared on the scene, they tended to sputter after only a few hours, and since then it seems that every manufacturer has been intent on thinking like a chewing gum executive: How do you make the flavor last a long, long time?

Fortunately, all that pondering and tinkering has brought some strong options into the market, and many of them fit a range of budgets. Rechargeable batteries can now keep a telecommuter working via plane, train, or automobile for nearly the length of a full workday. Here are some options for staying charged and the challenges that still remain.

Nickel-Cadmium

One of the most commonly used products for powering mobile devices, NiCad batteries are charged through a constant current, with a charger that monitors battery temperature and voltage.

Some users have complained that NiCad batteries have a nasty habit of going dead when they're not in use. According to Ken Nishimura, who is doing research at Hewlett-Packard Laboratories, current cells discharge about 1% per day, so if a laptop is

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Finding & Contracting Third-Party Support

It's A Matter Of Priorities

by Chris A. MacKinnon

• • •

IN THE ENTERPRISE, support is critical to business continuity. In the old days, it was good to stick with the tried, tested, and true. That meant staying with (and paying for) the support of the original equipment manufacturer. But several small to midsized enterprises have been turning to third-party organizations to get decent, if not better, support options. So how should SMEs go about evaluating whether third-party support makes sense as opposed to either purchasing support from an equipment manufacturer or developing the in-house expertise?

The PeopleSoft Predicament

Until recently, enterprise application software developer PeopleSoft brought in most of the support bucks for its ERP suite. However, TomorrowNow, a third-party provider of support services for PeopleSoft products, is offering to replace PeopleSoft's annual maintenance and support services with its own support services for about half of what PeopleSoft charges. That alone would make any SME at least think about switching, right?

"Third-party support is a more appropriate level of support, based on where businesses are today."

- Lon Fiala, TomorrowNow

But money isn't the only perk. TomorrowNow is also providing some updates faster than PeopleSoft, as well as offering support contracts for as long as 10 years compared to PeopleSoft's four-year (or less) contracts. Lon Fiala, vice president of corporate communications at TomorrowNow, sees third-party support as a feasible option for SMEs. "Third-party support is a more appropriate level of support, based on where businesses are today." Fiala believes that more SMEs

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Power Options, Advice & Tips

Need to purchase a UPS but don't know where to begin? Looking to help employees squeeze more life out of their notebook batteries? Here are expert tips and advice for UPSes, batteries, and mobile power.

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We help you determine whether third-party support makes more sense for your company than purchasing support from an equipment manufacturer or developing the in-house expertise.

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■ **AirMagnet** introduced the AirMagnet Spectrum Analyzer, a laptop-based RF spectrum analysis device for Wi-Fi networks. ■ **APC** released an InfraStruXure hydrogen fuel cell power generator. ■ **Berkeley Varitronics Systems** is targeting its new BumbleBee device at field engineers who use HP's iPAQ PocketPC. ■ **Bus-Tech** announced enhancements to the Mainframe Appliance For Storage 2.0, a tape-on-disk controller. ■ **EMC** unveiled Smarts MPLS Manager, an application for managing next-generation MPLS-based VPNs. ■ **McAfee** announced streaming updates for McAfee SpamKiller and WebShield users. ■ **NetSupport** introduced NetSupport Manager, a program that lets users access files on a remote PC from a mobile device. ■ **Network Instruments** introduced the latest version of its Gigabit Observer Suite System. ■ **WildPackets** announced version 3.0 of its Omni enterprise network analysis platform. ■ The new FlexSAN FS-100 disk array from **Winchester** is iSCSI-based but also supports Fibre Channel.

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MarketPlace NEWS

Cell Phone Viruses To Come

A LARGE-SCALE VIRUS OUTBREAK attacking cell phones could come as soon as 2007, according to Gartner analysts. A growing number of enterprises deploying mobile phones and PDAs and users exchanging executable files will make it possible for a cell phone virus or worm to spread. The Gartner analysts warn that traditional client-based antivirus tools will be ineffective in protecting against the phone threats. Instead, enterprises will need to deploy antivirus programs that provide protection at the network layer and use antivirus tools on the device as a last resort.

Vietnamese Prime Minister Vows To Combat Piracy

VIETNAMESE PRIME MINISTER Phan Van Khai and Microsoft Chairman Bill Gates signed two agreements that call for the training and development of more Vietnamese IT companies and computer training for more than 50,000 teachers in the country. Gates also indicated that Microsoft will work with the country to curb theft of intellectual property rights. The Business Software Alliance says 92% of all software used in Vietnam in 2004 was pirated. Vietnam, which is trying to gain admittance to the World Trade Organization, hopes to strengthen its ties with the United States with Khai's tour.

EU Deciding On Software Patents

THE EUROPEAN PARLIAMENT legal affairs committee voted on EU legislation to throw out amendments that would have stopped companies from taking out "pure" software patents. The proposed amendments would have clarified that inventions could only be patented if they used software as an aid in the invention's performance and not if the invention involved only "pure" software. Critics say this vote is bad news for smaller software companies as it leaves existing loopholes open and may have widened other loophole opportunities, making software broadly patentable.

California Could Beef Up ID Theft Law

CALIFORNIA, which already has a law concerning the breach of personal computer records, could apply similar rules to paper and taped records if lawmakers approve a bill now before them. The current law requires companies to disclose when criminals gain access to personal account information or Social Security Numbers stored on a computer system. However, the law contains a loophole so if the same information is stolen via paper records or on a backup tape, companies do not need to notify customers of the breach.

Cingular Opposed To In-Flight Cell Phone Use

THE FAA AND THE FCC are considering lifting the ban on in-flight calls, a move Cingular says it opposes. The No. 1 wireless provider says that if in-flight calls are permitted, it will encourage users to use text messaging and email service instead of making calls on flights. United Airlines plans to offer wireless Internet connections on its flights by next year, saying its customers are most interested in Internet connectivity as a form of wireless communication while in-flight.

SAP Taps Executives From Rivals

SAP HAS HIRED 200 workers from its competitors, including senior executives from Oracle, PeopleSoft, Siebel, and others, in the past 18 months. The hiring effort, which in Silicon Valley has been aimed mostly at software developers, is one of the ways SAP is working to expand U.S. operations. The company is working on an initiative it hopes will help technology providers build closer ties to its products.

Hackers Look For Security Software Holes

HOLES IN ANTIVIRUS SOFTWARE have become the latest target for computer hackers, as the number of easily exploitable Windows bugs has decreased. Yankee Group analysts report that vulnerabilities in security products are being discovered at a faster rate than those in Microsoft products, which are usually hackers' preferred target. Analysts say that if the trend continues, the number of vulnerabilities for security products will increase by 50% over 2004's numbers.

Banks Lead When It Comes To Security

BANKS SPEND A HIGH proportion of their budgets on IT, with a significant portion allotted for security, and security spending remains at the top of banks' IT spending priorities for this year, according to a survey by Info-Tech Research Group. In terms of technology implementation, banks also lead the way, with 80% saying they've implemented a firewall, virtual private network, antispam, or intrusion-detection system.

Network Appliance Plans To Acquire Decru

STORAGE VENDOR NETAPP announced it will acquire storage security appliance company Decru in an acquisition totaling $272 million. The deal, slated to close in October, will make Decru a business unit within NetApp. The acquisition means NetApp, which holds 37% of the global market share of NAS appliances, will become the second major storage vendor to combine storage and security. Symantec and Veritas are expected to merge soon.

Inventor Of Integrated Circuit Dies

JACK KILBY, who created the first integrated circuit in June 1958 while working at Texas Instruments, died June 20. The integrated circuit, which was about half the size of a paper clip, was first demonstrated in September 1958. While at TI, Kilby also co-invented the handheld calculator. Kilby retired from TI in 1970 and went on to be a consultant for TI and a professor at Texas A&M University before winning a Nobel Prize for physics in 2000.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 15 major companies in the technology market.

Company	Symbol	Year Ago	June 15 $	June 22 $	% change from previous week
Avaya	AV	N/A	$8.19	$8.72	▲ 6.47%
BEA Systems	BEAS	N/A	$8.20	$8.43	▲ 2.80%
Computer Associates	CA	$26.73	$27.39	$27.92	▲ 1.94%
Cisco Systems	CSCO	$23.43	$19.32	$19.80	▲ 2.48%
Dell	DELL	$36.02	$40.66	$40.45	▼ 0.52%
Electronic Data Systems	EDS	$18.60	$19.25	$19.78	▲ 2.75%
Google	GOOG	N/A	$274.80	$289.30	▲ 5.28%
HP	HPQ	$20.81	$23.88	$24.50	▲ 2.60%
IBM	IBM	$89.55	$76.30	$77.23	▲ 1.22%
Intel	INTC	$27.78	$26.92	$27.11	▲ 0.71%
McAfee	MFE	N/A	$26.72	$27.21	▲ 1.83%
Microsoft	MSFT	$28.57	$25.26	$25.07	▼ 0.75%
Oracle	ORCL	$11.80	$12.62	$12.63	▲ 0.08%
Red Hat Software	RHAT	N/A	$12.98	$12.89	▼ 0.69%
Sun Microsystems	SUNW	$4.41	$3.72	$3.83	▲ 2.96%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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STORAGE SECURITY
MARKET WATCH

Storage Security: Overwhelming Hardware & Software Choices

Leading Companies Offer An Array Of Products To Handle Security Tasks

by Steven Ross

• • •

THERE'S MORE DATA to store and secure and more regulatory requirements for security. But the market for hardware and software that actually handles security tasks is so fractionated, and the technology is changing so fast, that there is no detailed marketing research from the major firms that follow IT, such as IDG, Forrester, and Yankee Group. If those folks can't figure it out, how is the IT department supposed to make the right choice?

"Our analysts have told me that we have no market data on storage security," says an IDG spokesman. "It is very small overall, and the SME part would be an even smaller piece."

Make no mistake, the external disk storage market is booming, with $3.8 billion in sales in the first quarter of 2005, according to IDC. That's almost 7% ahead of the same quarter a year ago. And because the same dollars buy a lot more gigabytes this year, everyone agrees that the market for security-enabled SAN switches and security software is growing even faster.

Jamie Gruener, senior analyst at Yankee Group, says, "The convergence of IP and Fibre Channel networks, the increasing use of remote sites for backup and disaster recovery, and the mounting volume of storage network deployments will accelerate the need for better storage security. New storage security frameworks will include components that range from management software through the foundation network and storage array."

Kevin Brown, Decru's marketing vice president, says customers were taking six months to decide on purchases last year and were buying a few units to test. Now they are deciding faster.

Emmes Group agrees that the market is ripe for rapid expansion. In a survey it conducted recently for Neoscale, 54% of respondents ranked "threats against integrity and confidentiality of stored data" as their biggest risk. Almost 46% said "threats against data in networked storage environments" was the biggest risk, and another 25% ranked it as a medium risk. More than 41% were especially concerned about protecting data "in flight," meaning data on its way to and from storage.

Only 45% said they practice some form of security risk mitigation in data storage, and 47% said they believe a data archive should be encrypted.

With data theft in the news so much in the past few months, it is not surprising that IT personnel that Emmes surveyed were nervous about rules about data confidentiality. But almost half (46%) said they were unsure if their organization complied with government or industry-standard privacy rules. What's more, over 70% of those who said they did know the rules told Emmes that their organization did not comply with accepted industry and international guidelines or federal privacy regulations.

Only 24% of the IT managers said their organization had undergone a data risk mitigation audit to comply with their company's insurer demands. Another 30% said they were unsure. With a host of new state privacy laws pending, insurers are expected to demand more audits this year.

Do The Audit First

There are a surprising number of places in the data network where security can be breached. All have to be checked. The methods for closing the door on data theft are quite basic, however. They center around access control (enforced through lists of authorized users) and various ways developed over the years to segment large databases so that different sections can be accessed by different users on a need-to-use basis. The segmentation can be done using network addresses, encrypted and discrete databases, or a mixture of the approaches.

Because the security solutions must be carefully integrated into the data storage system, the initial purchase decision will take awhile (vendors say six months is not unusual). The major disc vendors themselves, of course, all sell security solutions with their hard drives and SAN solutions. Whom do they partner with?

EMC, the market leader with 21.4% of the total dollar volume for drives last quarter according to IDG, sells its own Connectrix line and partners with Decru for security-enabled switches and software and with McDATA for security software.

HP, which is currently No. 2 with 17.7% of the market, also sells its own line and has certified other vendors, including Brocade and Decru, for compatibility.

IBM (11.5%) has been cooperating with Cisco for a long time and has been cooperating with Decru most recently.

Hitachi Data Systems (9.7%), which has long cooperated with IBM, recently inked a deal with CommVault Systems to offer co-branded QiNetix software as the Hitachi Data Protection Suite.

The fifth-ranked vendor, Dell, uses EMC technology.

Vendors To Watch

The Info-Tech Research Group judges the suitability of SAN vendors for small and medium-sized businesses. In addition to the four market leaders above, it approves of Adaptec, Compellent, EqualLogic, and LeftHand Networks for SMEs that are just getting started with SAN. It adds others for SMEs with existing SANs: StoneFly Networks, Xiotech, Network Appliance, and Sun Microsystems. Dell is subsumed into EMC in the Info-Tech listings. (*Disclaimer: Info-Tech analysts write a biweekly column for* Processor.)

Because these firms all tend to partner with the same equipment and software vendors, it is wise to look at the vendors' Web sites for more information. Here are some key products.

Brocade's Silkworm series switches are meant for Fibre Channel SANs; as do many of the switches offered in this category, they enable hardware-enforced zoning of your data storage and provide Secure Shell Telnet access for switch management. The 3850 series starts with 16 ports and the 3900 with 32. Brocade concentrates on entry-level systems. Management tools are Web-based, which cuts training time in the IT department.

SNAPSHOT

Brocade Silkworm Series

$10,000 to $30,000

Connect servers and storage devices throughout Fibre Channel SANs to let companies access and share data

www.brocade.com

SNAPSHOT

Cisco MDS 9216i Multilayer Fabric Switch

$32,000 to $45,000

Integrates both Fibre Channel and IP Storage Services in a single system for maximum flexibility in user configurations

www.cisco.com

The Cisco MDS 9216i Multilayer Fabric Switch is for larger installations than Brocade usually handles. The switch offers Fibre Channel and iSCSI in the same box, which makes it ideal for a mixed-SAN environment. Security features include intelligent packet inspection at the port level, including access control lists for hardware enforcement of zones, VSANs, and advanced Port Security features. Among the extended zoning capabilities, LUNs are accessible only by specific hosts to limit the SCSI read command for a certain zone (read-only zoning) and to restrict broadcasts to only certain selected zones (broadcast zones).

VSANs are used to achieve higher security and greater stability by providing complete isolation among devices that are connected to the same physical SAN. In addition, Fibre Channel Security Protocol provides switch-switch and host-switch Diffie-Hellman Challenge Handshake Authentication Protocol authentication, supporting RADIUS or TACACS+. It includes 16 to 48 Fibre Channel ports and supports throughput up to 32Gb in a single PortChannel ISL.

Decru has another approach to security that doesn't usually require replacing your switches. The company has been announcing numerous strategic partnerships with disk and switch vendors all spring. Decru says its DataFort encryption, authentication, access control, and logging devices fit into any existing SAN, NAS, DAS, iSCSI, or tape storage infrastructure and can be deployed transparently with no changes to servers, applications, or user workflow. They act as data proxies, appearing as storage to the network. So they can be used on a data line or in conjunction with a switch. The idea is to encrypt and decrypt all data on the fly as it heads into or out of storage. NeoScale's CryptoStor (www.neoscale.com) is another vendor in this space, but it is not for IP links.

SNAPSHOT

Decru

I-Series: $9,900; T-Series: $25,000; E-Series: $35,000; FE-Series: $45,000

DataFort appliances address a broad range of threats to a company's sensitive data, encrypting data as it goes into or out of storage

www.decru.com

SNAPSHOT

McDATA SANtegrity Security Suite

Around $10,000 with $1,000 per year for maintenance

Provides SAN protection and lets SMEs build secure storage networks by providing end-to-end security features for McDATA fabrics

www.mcdata.com

Once you have the hardware, you have to get the software. McDATA's SANtegrity Security Suite works with all leading SAN switch and systems suppliers. Different vendors offer different McData modules with their equipment, so you have to look carefully at what you are getting. For example, the Security Center is an optional module in McDATA's EFCM and SANavigator. Security Center provides reports on the storage network configuration, security events, and ports or settings that are out of policy to serve as warnings against potential misuse. Typical prices depend heavily on network configuration and modules used.

Tips For Buying Storage Security

Jamie Gruener from the Yankee Group suggests these tips when you're purchasing storage security.

- Start evaluations of storage security solutions immediately. It will take six months to evaluate products while analyzing the enterprise's unique solution requirements.
- Choose security storage vendors that integrate with the directory strategy. This is not a standalone solution, so do not purchase it as such.
- Require storage security vendors to provide integration services as part of the purchase. Vendors may not know your environment and unique requirements, and you have very limited or no experience with their platforms.

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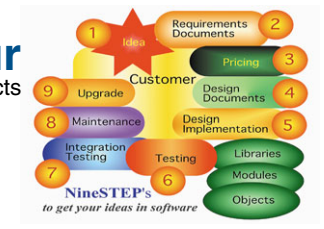

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Power To Spare

Tips For Selecting A Data Center UPS

by Douglas Schweitzer, Sc.D.

• • •

Organizations who've suffered a power outage have to rely on alternative power sources, usually in the form of uninterruptible power supplies. Power losses may occur as the result of malicious acts, fires, storms, brownouts and blackouts, and even voltage spikes and dips. Such power failures can end up wiping out heating and cooling systems, vital mechanical equipment, lighting, security, and other protective systems, as well as all-important computer systems.

Damage can also occur in the aftermath of an outage, when power is restored. Regardless of how an outage originates, you can minimize monetary losses if you choose the right UPS. How important is a UPS? Power disturbances are a leading cause of hardware damage, data corruption, and system freezes, with some estimates putting power disturbance as responsible for nearly 50% of those losses.

For the most part, organizations today recognize the need for firewall and/or antivirus software to protect their workstations and servers, but are they as aware of the dangers that can arise from power disturbances? An effective UPS ensures that your business will have power long enough to keep your data center running in time to save data and shut down all your equipment properly, before damage can ensue.

The American Power Conversion model SY80K80F Symmetra PX Uninterruptible Power Supply offers redundant power protection with scalable power and runtime for data centers.

Types Of UPSes

There are four fundamental UPS system types: standby, online, line-interactive, and ferroresonnant. The standby, or offline UPS, while protecting you from the majority of outages and most small power spikes, will not offer sufficient protection against large power spikes, power sags, or A/C frequency variations under mission-critical applications.

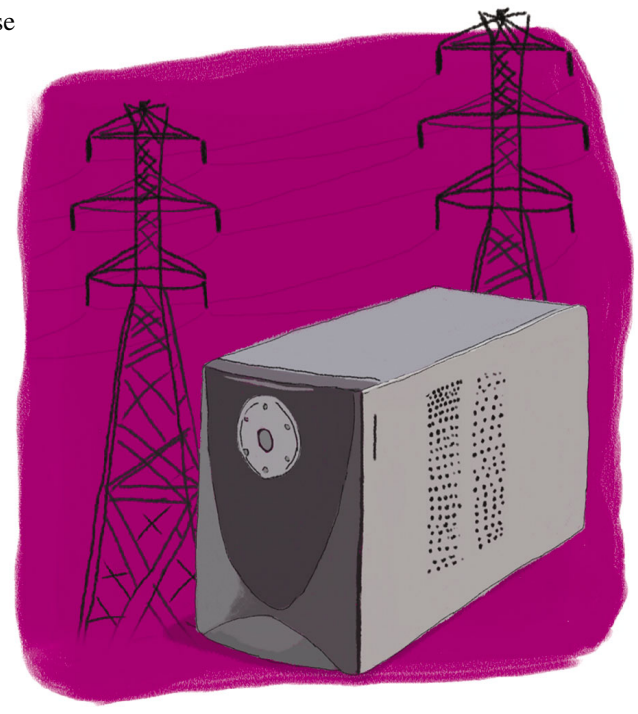
UPSes for computer use should be the high-grade "online" types that keep the power flowing to the load with no appreciable break or change in the output if the input power fails, browns out, or spikes. These typically route the incoming mains to a DC battery charger and a bank of deep-cycle, lead-acid cells. The output is supplied to the load from the batteries through an AC inverter. The batteries provide the "smoothing" and no-break function. On the downside, this approach demands a constant power drain due to losses in the charger, batteries, and inverter. The inverter must also generate near sine wave output. High-power UPSes of this type are therefore expensive.

According to IsecT CEO Dr. Gary Hinson, "UPSes, which normally supply the raw main direct but can switch over to a standby supply on demand, must be capable of switching very fast without switching transients. Even a few milliseconds without power can cause IT systems to fall over or behave unpredictably." Hinson believes that an alternative solution that would suit a small to medium-sized enterprise or a larger company that cannot commit the funds for a big UPS or cannot project its UPS requirements for the next few years is to have small, rack-mounted online UPSes in every (critical) rack.

Factors For Determining UPS Capacity

Like closet space and RAM, you can never have too much capacity. It's easy to under-size UPS units, as demands almost inevitably change. "Monitor your power demand and don't let the IT or facilities people change things without reconsidering the power demand and capacity," maintains Hinson.

Hinson explains further that it's important to note that items such as air conditioners create very heavy power loads, often too much



to consider a UPS, but they can generally be supplied directly from raw mains and switched over to a standby generator, without the same online requirements as IT equipment. Virtually 100% of the main's power that goes into the computer room ends up as waste heat, so power and air-conditioning capacities must remain in step.

Another important factor to consider is that lead-acid batteries give off hydrogen gas while being charged. Sealed types use a gel to reduce the gas vented, but open types must be in a ventilated place with fresh airflow to prevent an explosive buildup of gas.

Remember that all rechargeable batteries have a limited life. Make sure they are properly maintained and regularly tested to ensure there is sufficient capacity to hold the load for the projected period (cell voltage is not a perfect guide to the condition of the battery). Full on-load testing is the only acceptable way to be sure that the systems work. (If you are too doubtful to risk an on-load test, then clearly you have not engineered your power system properly!)

Not just the first part, but especially the second part of "lead-acid" should be a big hint. Use extreme caution and follow health and safety advice (for example, avoid acid splashes or getting acid on the electrical connections). "Have emergency eyebaths and rubber gloves available," adds Hinson.

"In my experience, most power failures in computer rooms protected by UPSes are caused by accidents, overloads, and maintenance problems—in other words, the people, not the equipment, are largely to blame," Hinson says. "Make sure to have solid procedures in place to deal with design, change control, testing, and maintenance of the power and other support systems."

The Galaxy 1000 PW single-phase Uninterruptible Power Supply by MGE UPS Systems lets you add new functions at any rating without installing an extra enclosure.

On a final, most important note: Seek professional advice for designing the power system. Issues such as safe and reliable switching to isolate parts of the system for maintenance or safety purposes demand professional power engineering. Professionals won't forget, for example, to design interlocks to the fire alarm system so that equipment power is cut automatically if a fire breaks out, especially power to the air conditioners with their huge fans. P

Data Center UPS Comparison

Products from companies such as the ones in this chart are geared for the small to medium-sized enterprise. Below are the most notable features to keep in mind when you're comparison shopping.

Company	Product	Notable Features
Liebert Systems www.liebert.com	Liebert NX	True online UPS for networks using wider input voltage window and frequency tolerances
Sentinel Power www.sentinelpower.com	SmartPro DataCenter 3000	Provide simultaneous shutdown commands and reporting on up to four individual servers
American Power Conversion www.apc.com	Symmetra PX	Scalable power and runtime for space-constrained computer rooms and voice and data networks
MGE UPS Systems www.mgeups.com	Galaxy PW UPS	Uses a space-saving design of around 11 square feet
Eaton www.powerware.com	Powerware 9120 UPS	Backup power protection in the 700 to 3,000 VA range

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Mobile Computing Gets Juiced Up

Continued from Page 1

left in storage for a few months, it will likely have a dead battery when it's put back in commission. "Fortunately," Nishimura notes, "you can recharge them."

A more serious problem with NiCad batteries is that when stored, used, or charged under high temperature conditions, the battery will suffer an early demise. This is because heat causes the separator to weaken, Nishimura says, which greatly accelerates changes in the plate material and results in the battery's shorter life span.

Older NiCad batteries are plagued with a difficulty known as "the memory effect," in which the capacity to be fully charged is lost if the battery is only partially drained and then recharged.

Many manufacturers have tried to reduce problems associated with NiCads and have had some success. The memory effect is no longer a difficulty, and most NiCads can be charged in just a few hours, compared to the 12-hour charging they used to require.

New Battery Standard

No matter which batteries become popular in the future, it's likely that they'll work predictably, thanks to the IEEE. Last year the organization released a new standard for the design and manufacture of laptop batteries.

Called the P1625 spec, the standard covers manufacturing process control requirements, energy capacity, and demand management. Currently, it only pertains to lithium-ion batteries, but the IEEE hopes to expand the standard to other battery types.

NiCads are also considered nicely durable, which is what makes them so popular.

Nickel-Metal Hydride

An alternative to NiCads, NiMHs use hydrides, which are metals capable of storing hydrogen, instead of employing cadmium. According to Nishimura, they have higher capacity for the same size cell but can be expensive and have a self-discharge rate of between 3% and 10% per day.

NiMH technology is progressing at a fairly rapid clip, according to Matt Blaze, associate professor of computer and information science at the University of Pennsylvania. He notes that upgrades and replacements can be expected every one to three years and that battery buyers should carefully compare chargers for NiMHs because of differences in charge rates.

"Poorly engineered chargers can damage batteries, shorten their lifetime, and leave them incompletely charged," says Blaze.

A challenge for NiMH makers has been to create a battery that has an overall longer life. Unlike NiCads, which last anywhere from 700 to 1,000 charge and discharge cycles, NiMH batteries generally last for about half that amount.

Lithium-Ion

A newer development in battery technology, the Li-Ion was introduced in 1991 and provides greater charge than a NiCad. Toshiba was the first to put it in notebooks, and since then it's become popular for cell phones and other devices, as well as computers.

A big advantage to Li-Ion is their low self-discharge rate, which is around 5% per month. That means if an IT department regularly shelves laptops for extended periods of time, it may want to consider Li-Ion batteries simply to save recharging time before handing the computers out to employees.

The technology does have downsides, as well. Li-Ion batteries aren't as durable as NiMH and NiCad designs, and some researchers have reported that at a typical 100% charge level, at 25 degrees Celsius, the batteries irreversibly lose about 20% capacity per year, even if they're unused. Also, deep discharge cycles decrease capacity, unlike NiMH or NiCad batteries that do well with such a strategy. Instead, shallow, frequent charge cycles are recommended.

Future batteries will probably follow the Li-Poly way of development, tackling safety and flexibility first and charge times second.

Lithium Polymer Cell

Developed out of Li-Ion technology, Li-Poly rechargeable batteries are still mainly in development, but they have a number of advantages over their predecessors. Because the solid polymer electrolyte isn't flammable, as opposed to the solvent in the Li-Ion cell, the batteries are less hazardous. That means leaving a laptop in a car on a very hot day won't have the IT manager fretting about a burned-up computer, not to mention a scorched family vehicle.

Also, the material used in the Li-Poly construction makes it lighter and able to be shaped more easily, so it can fit into a wider range of devices. Where the Li-Poly still needs work is in its charge times and discharge rates, since neither is as good as more mature technologies. But design improvements have already shown promise, and it's likely that Toshiba will be releasing the first batch of Li-Poly-powered products in the next year.

In general, many future batteries will probably follow the Li-Poly way of development, which tackled safety and flexibility first and charge times second.

Fuel Cell

Another contender could stand beside the Li-Poly as a major power option in the near future: fuel-cell batteries. Currently in development, the technology relies on chemicals and acts similarly to tiny power plants. NEC has emerged as the top player for bringing the technology to market, hoping to build a battery that could have up to 40 hours of life.

NEC favors methanol for its fuel-cell batteries, and the company has created a prototype that powers a laptop that can be recharged with a fresh bottle of fuel. The difficulty in creating this type of battery is that methanol is a poison, making packaging and handling into a formidable obstacle. Also, because the cell resembles a small tank, it doesn't snap into a standard battery slot.

No one knows exactly when a methanol-powered fuel-cell battery will be available. NEC announced the development of a battery in 2003 and released the prototype in 2004, hoping a laptop fueled by the technology would appear by 2004's end. But glitches involving regulations delayed the company's plans. For example, carting methanol fuel cells onto an airplane isn't possible, so selling laptops to business customers is almost impossible. But the company is hopeful it will have a product ready sometime in 2006. Until then, charge it!

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Finding & Contracting Third-Party Support

Continued from Page 1

will jump on the third-party wagon once the pioneers start announcing how green the grass is on the other side.

Weigh The Options

When evaluating support options, the message from the experts is clear: Tread softly and do the research. Shawn Mitchell, telecommunications manager at OLS (On-line Support), says, "When it comes time to decide on a support group type, every SME should do its homework. In your research, pay attention to items such as the cost of support, the length of contract lock-ins, as well as agreement specifics. SMEs should also figure in the costs of training and certifying in-house staff and then weigh the options from there. If a third-party vendor has been chosen, they will most often offer wide-open support over a specified period of time and then move into a more detailed agreement."

Brad Wolfe, vice president of customer service and support (itelligence Support Advantage) at itelligence, boils the weight down to finances. Wolfe says, "SMEs must consider the breadth of their technical support vs. the resources that they can commit to those issues. It's probably wiser to allocate a part of your budget to a dedicated support team that has the expertise and latest training to handle all your issues." Cost is definitely an issue for most small to midsized organizations.

If a third party is chosen as a support type, there are a number of benefits that come with the support. When associating with a third party, SMEs get involved with people who are intimately knowledgeable about the technology without paying for dedicated support staff. Because support is their specialty, third-party vendors also have close relationships with hardware and software vendors, making it easier to deliver bona fide support.

Seek & Sign

How does an SME find and contract with the right third-party vendor? Mitchell has done this before. He says, "There are a number of accessible methods to consider when seeking out third-party support. For starters, try browsing through the yellow pages of the local telephone book. Other viable options might include comprehensive Internet searching and browsing the plethora of IT-related Web forums. Companies will often showcase their talents in local trade shows, as well. These are just a few ways to start the finding and contracting process."

Processor readers can also find a number of third-party support companies under the showcase ads section of the magazine (particularly in the Services category). This is a convenient place to start when looking for third-party support, as several companies are listed together in a one-stop-shop format.

Fiala says, "I would definitely shy away from anyone who says finding the right support can be accomplished by reading a brochure. These days, you want to be comfortable with your providers, and beginning with a phone conversation is the best way to start." Fiala believes that even before negotiations begin, the first necessary step is ensuring a good rapport between both parties.

Wolfe heeds caution before signing on the dotted line. "SMEs should evaluate whether the third-party support provider is truly a support organization. Does it have the same people day-in and day-out that know you and are familiar with your issues? Contrast this with a collection of consultants 'on the bench' that rotate in and out and require a learning curve each time they deal with you."

Keep It In The Family

Then there's the idea of keeping the support inside the SME. When should this be done? It's safe to say that most would agree with Fiala, Wolfe, and Mitchell, who all purport that in-house staff need to have the necessary skills to support the technology in question.

Fiala says, "In-house support is always a possibility if you have bright, intelligent people at the helm. But most importantly is there a vendor to call on when things break down?" Wolfe concurs. "Evaluating whether to outsource or support IT in-house depends on the competency of your employees."

Mitchell adds, "The first thing to consider would be the warranty on the hardware or software in question. If the equipment does not require support by a certified group, in-house support then becomes a reasonable option. But do not throw caution to the wind here; be sure that in-house staff can handle the problem(s) with expertise, or things may get costly and time-consuming. Every SME should compare the costs and advantages of support groups vs. trained and certified employees."

It may cost more to hire third-party support, but SMEs will generally be compensated cost-wise in the quality of support they receive. At any rate, companies must decide on their support goal: Is it just to cut costs, or is it to achieve the best possible quality? In many ways it can make sense to contract with a third party to provide support for IT equipment. But that's not so bad for SMEs when the common denominators are money and better, faster service. Priorities are priorities.

Tap Third-Party Expertise

Company CIOs may also find third-party options attractive. According to Gurvendra Suri, chief executive officer for Optimal Solutions Integration, a third party can be a valuable ally for CIOs by providing seasoned, unbiased counsel; proven, skilled resources; and flexible service offerings. CIOs can realize a cost savings of up to 50% in relation to paying maintenance and support fees to vendors. Moreover, third-party support can help CIOs stave off vendor lock-in attempts and remain in a position to call the shots when it comes to technology spending. They can avoid expensive and often unwanted or unnecessary upgrades and be free to focus budget and resources on customization and integration projects.

Third-Party Plusses

Many small to midsized enterprises are turning to third-party vendors, hoping to get the job done better and cheaper. Christopher Ciccolini, managing director of customer care operations at support services company SEI, says the benefits of third-party support can include:

- Improved IT productivity and performance with a broader range of support and related services
- Consistent support quality through service level agreements and greater technician skill
- Reduced costs in overall operations and cost per call/incident
- Increased ability of IT management to focus on core business goals and objectives
- Increased flexibility, enabling IT staff to respond more quickly to business requirements

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Refilling The Fuel

UPS Batteries Require Testing, Monitoring & Replacement

by Ericka Chickowski

• • •

Shopping for a reliable UPS is a big part of every company's continuity plan, but it certainly isn't the end of the story. Unfortunately for IT managers, UPS systems are not install-and-forget types of devices. While the system itself may last a long time, its batteries will not. At some point your organization will have to replace its batteries, preferably before it has died and dropped a load during an emergency.

Choosing A Replacement Battery

On a very general level, there are two main battery categories available for use with UPS devices: wet cell and dry (gel) cell. Wet cell batteries, sometimes called flooded cells, work by suspending electrolytes in liquid form to react with lead plates in order to produce power. The dry cell batteries rely on electrolytes suspended in a more stable gel form to create similar reactions.

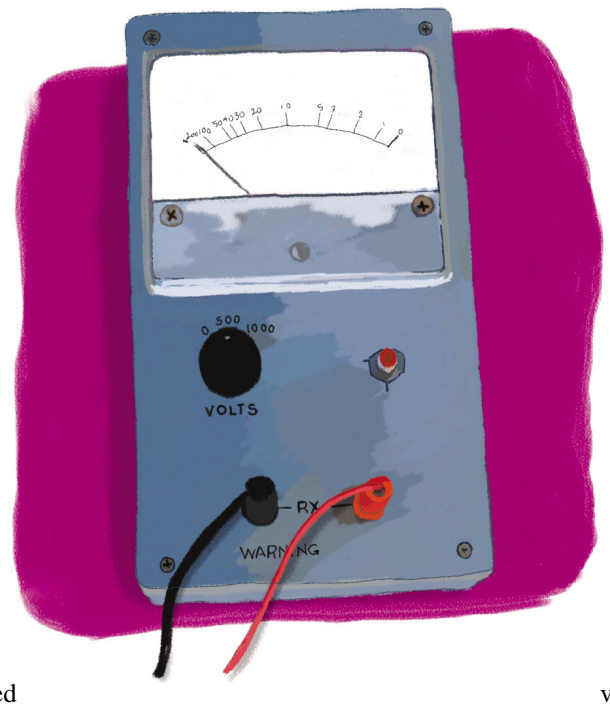
While wet cell batteries have proven to deliver higher performance for a longer duration, they have some major limitations. They are typically more costly than dry cells, and they require substantially more care and maintenance. For instance, the electrolytic solution tends to evaporate over time, requiring regular "topping off"—a proposition that requires special safety equipment due to the hazardous materials involved. Wet cell batteries are also prone to spilling and cannot be situated in any position other than upright.

For these reasons, the UPS industry has adopted dry-cell VRLA (Valve Regulated Lead Acid) batteries as the de facto standard for power supplies. This type of battery is also known as sealed or maintenance-free and comes in a variety of shapes and sizes.

Most manufacturers offer their own replacements, and there is a growing third-party market that can also solve most UPS replacement needs.

Why We Shouldn't Turn A Blind Eye

While VRLA batteries are labeled as maintenance free, it is critical that an organization keeps a close eye on them to ensure 24/7 continuity. Without battery monitoring or testing, it will be nearly impossible to tell if your UPS is standing by with protection or just standing, with dead batteries.



Most dry cell UPS batteries have an expected life of seven to 10 years. However, it would be foolhardy for an IT department to depend on a manufacturer's stated lifetime to determine when batteries should be replaced; the expectancy given by vendors assumes the battery will be in ideal conditions rarely seen in the data center. Many experts say that a good rule of thumb is to take the given lifetime and divide it in half for a ballpark expectancy inside your UPS.

However, even that can only be used as a guideline, as life expectancy depends on a number of variables, including temperature, number and depth of power cycles, and internal battery chemistry.

Once a battery does reach end of life, failure comes quickly after that. The reason IEEE recommends the retirement of batteries once they reach 80% is because performance degrades rapidly after that point. Experts have shown that an old battery can go from tolerable performance to completely dropping a load in as little as two weeks.

Testing vs. Monitoring

The easiest way to keep track of how well your battery is holding up is to perform frequent tests. These include voltage, current, and power capacity tests. You can get the tools to perform these tests relatively cheaply, though it often takes special training to operate them.

A mix of tests monthly and quarterly can give a good snapshot of the battery's condition at the time of the test. Unfortunately, these tests have their limitations.

Part of the problem with testing alone is the fact that certain tests are too limited to give a full picture, and others can expose the network to risk during the test. For example, a voltage reading only shows a battery's charge in relation to its current capacity. The limitation is that a battery's capacity decreases with age. A voltage tester could be content with a 100% voltage reading without ever knowing that this old battery is only at 80% of its original capacity—effectively at end-of-life. In the event of a blackout, this battery that passed the test will eventually fail in its ultimate duty to keep the network running.

Alternatively, testing capacity requires taking the UPS out of service to do load testing. Should there be a power outage during testing, there could be an outage. Because of this, IT managers tend to avoid doing these tests frequently.

In order to better predict failure, companies are relying more on battery monitors to provide minute-by-minute assessments of their battery status. Unlike tests, no matter how frequent, monitors can give a complete picture of the strain that the batteries have endured over time. Monitors measure a wide range of variables and store data when an event puts these measurements outside their normal range. By monitoring this data, IT professionals can create a trend line that will predict when the battery will pose problems for the UPS.

Companies such as BTech, Cellwatch, and Alber offer a range of battery monitors. On the average these tend to be pricey propositions, though there are some bargains out there. However, when you're shopping for these more affordable models, make sure they have enough readings to provide meaningful, predictive data. Certain cheap monitors only give a voltage reading, offering the same weaknesses as a periodic voltage test.

A Final Word About Monitoring

Finally, remember that battery monitors only work if someone pays attention to them. One executive at a well-known battery monitoring company likes to tell the story of a customer who installed a monitor and never checked its data logs. When the vendor representative came for a routine visit, he found that the UPS had had a major event six months prior that had drained the batteries and left the company exposed in the event of another emergency. The IT staffers didn't even know until the vendor pointed it out to them. The moral of the story is to get a return on your monitoring equipment by continually revisiting the data.

Battery Wear & Tear

Batteries usually give few signs that they are on the verge of failing. However, some factors greatly increase the chance that your battery will die earlier than expected. IT departments are advised to keep a vigilant eye on if their batteries experience the following:

- Fluctuating environmental factors, such as varying temperatures and humidity
- Frequent cycling due to poor power conditions
- Cracks in battery jars, post seal leaks, or corrosion
- Deep discharges, especially if the UPS runs to cutoff

Car Batteries Just Don't Cut It

The beauty of battery power is that it is generated by relatively simple technical concepts. UPS batteries are designed with the same precepts as other industrial-grade batteries, such as car and marine batteries. In fact, some IT professionals have reported using car batteries for UPS systems in a pinch. But UPS experts advise against the practice. The whole idea of an uninterruptible power supply is to give an organization reliability and peace of mind—something that this kind of rigging does not provide. On top of that, this creativity may void your UPS warranty. As tempting as it may be, avoid switching out cheaper car batteries for your reliable VRLA.

Keep The Spark Alive

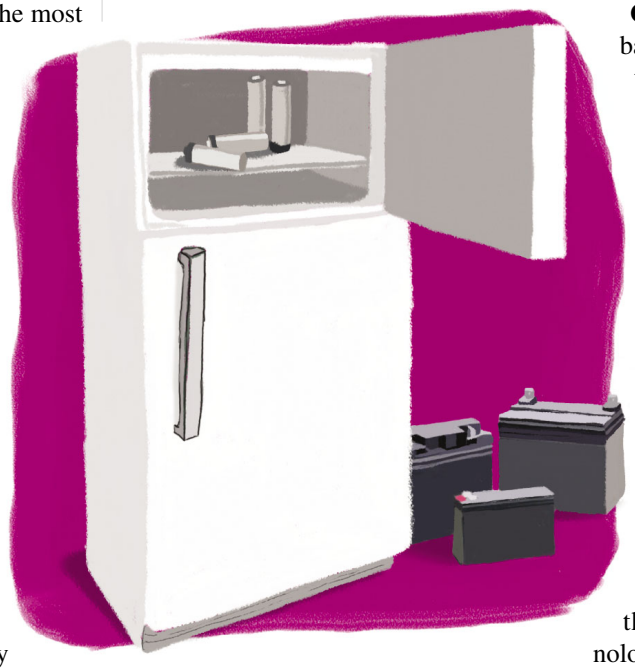
Tips For Extending The Life Of Your Batteries

by Chris Jackson

• • •

In today's portable electronics world, there's no worse fate than having your batteries run dry at a critical moment. Whether it's your notebook, handheld device, or UPS, there's no good time to run out of electricity. And although today's batteries are marvels of engineering, some easy-to-follow steps can help you get the most out of your digital devices.

Charge your batteries properly. Three basic types of rechargeable batteries are in use today: NiCad, NiMH, and Li-Ion batteries. Each battery type has slightly different charging characteristics. NiCad batteries (and to a lesser extent NiMH) need to be fully discharged and then recharged every three to four weeks, otherwise they'll lose capacity. Newer NiMH batteries aren't susceptible to this "memory effect." Li-Ion batteries can be partially discharged and recharged numerous times without experiencing any "memory effect."



Store your batteries properly. When you're not using your device, store your batteries according to their design. Alkaline batteries can be stored at room temperature without discharging too much, while NiCad and NiMH benefit from being stored in a freezer. Just be sure to bring them to room temperature before use. Li-Ion batteries should also be stored at room temperature.

Lower your LCD settings. LCDs are an integral part of many of our essential electronic devices but are also one of their most power-intensive components. Some LCD power requirements are over 33% of the devices' total consumption. If you change the brightness setting on your LCD to the lowest usable level, you'll extend the life of your batteries tremendously.

Only use critical components. When you're unplugged, it's critical to minimize the number of extraneous components in use on your notebook, PDA, or other device. This means disabling Wi-Fi, IR, and serial ports, as well as unnecessary PCMCIA devices. These all drain electricity from your computer.

Enable energy-saving features. Most modern operating systems that ship with today's notebook computers include energy-saving settings that can help you get the most out of your batteries. These settings will typically shut down your hard drive when it's not needed, dim your LCD display after a certain period of inactivity, and hibernate or suspend your notebook after a set period of inactivity. In addition to the power savings you'll experience, these features can help lengthen the life of your notebook's LCD screen.

Avoid optical drives. CD-ROM and DVD drives in notebook computers require a substantial amount of power to function. Not only do they draw power for the laser reader, but the drive's motor is constantly spinning. If you can copy data to your hard drive before a trip, you'll be using your hard drive for data access. This will still draw power from your batteries but at a more efficient rate.

Shut down unnecessary applications. The harder your device has to work, the more power its processor requires. If you shut down any extraneous applications, you'll benefit from longer battery life. Depending on the application, this can have a substantial effect, as today's notebook CPUs require double-digit wattage in high use.

Defragment your hard drive. If your data is scattered haphazardly across your hard drive, your notebook will use more power to retrieve it. By routinely defragging your hard drive, you can minimize the amount of energy used by your notebook. At a minimum, defrag your hard drive the night before a long trip.

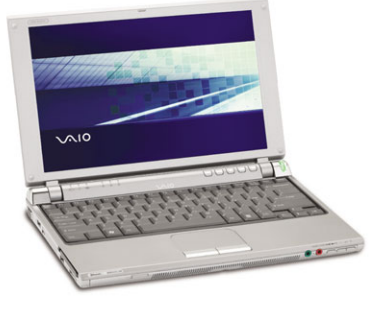
Clean your battery contacts. As batteries transfer power, their contacts attract grime and dust that increase resistance. Over time, this can affect the lifespan of your batteries. Cleaning them on a semiannual basis will help keep this corrosion in check. To do so use rubbing alcohol with a small swab and be sure to let the contacts dry before replacing the battery.

You've Come A Long Way, Baby

Battery technology has changed dramatically since the days of lead acid batteries and will continue to do so until they're replaced by exotic technologies, such as fuel cells. Today's batteries pack incredible amounts of power into increasingly smaller sizes, but our lust for energy means that being smart about using our batteries can be the difference between finishing that report on a long flight or showing up empty-handed in front of a customer.

NiMH batteries lose roughly 1% of their capacity when stored at room temperature.

Li-Ion batteries hold charges for extended periods and are well-suited to small devices, such as PDAs.



Energy-saving settings can help your notebook survive that five-hour flight.

Battery Recyling

With great power comes great responsibility, and batteries are a perfect example of this axiom. Eventually, even the best rechargeable batteries lose their ability to hold a charge. But too often, many simply discard these defunct batteries into the trash, where they can cause serious damage to the environment.

Part of this environmental problem is that batteries use a wide variety of toxic metals that, if released into a landfill, can cause serious problems. The cadmium used in NiCad batteries is a long-lived heavy metal, but even lead acid batteries can introduce damaging compounds to our environment.

The best strategy for disposing of unwanted batteries is to turn them in to your local recycling center, if they're equipped to handle them. They will either recycle or properly dispose of them, usually at no charge. To find the nearest recycling center, call (800) 8BATTERY.

Keep Your UPS Ticking

Most commercial-grade UPSes use sealed lead acid batteries to provide electricity in case your local grid goes offline. These batteries are sturdy and usually maintenance free. If your UPS has replaceable batteries, be sure to follow the system diagnostics so that you know when to replace them. If you have a sealed UPS, you should plan on replacing it roughly every other year, depending on how often it's used.

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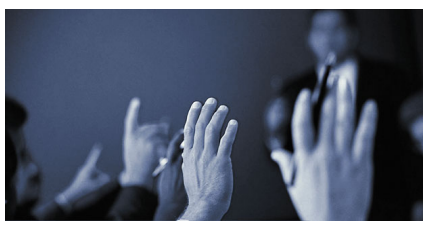

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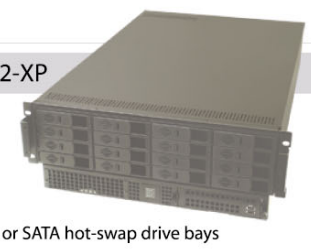

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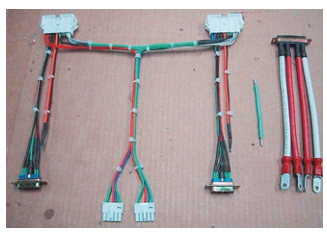

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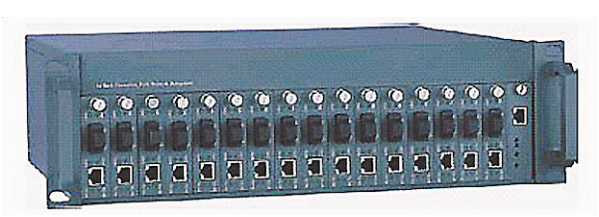

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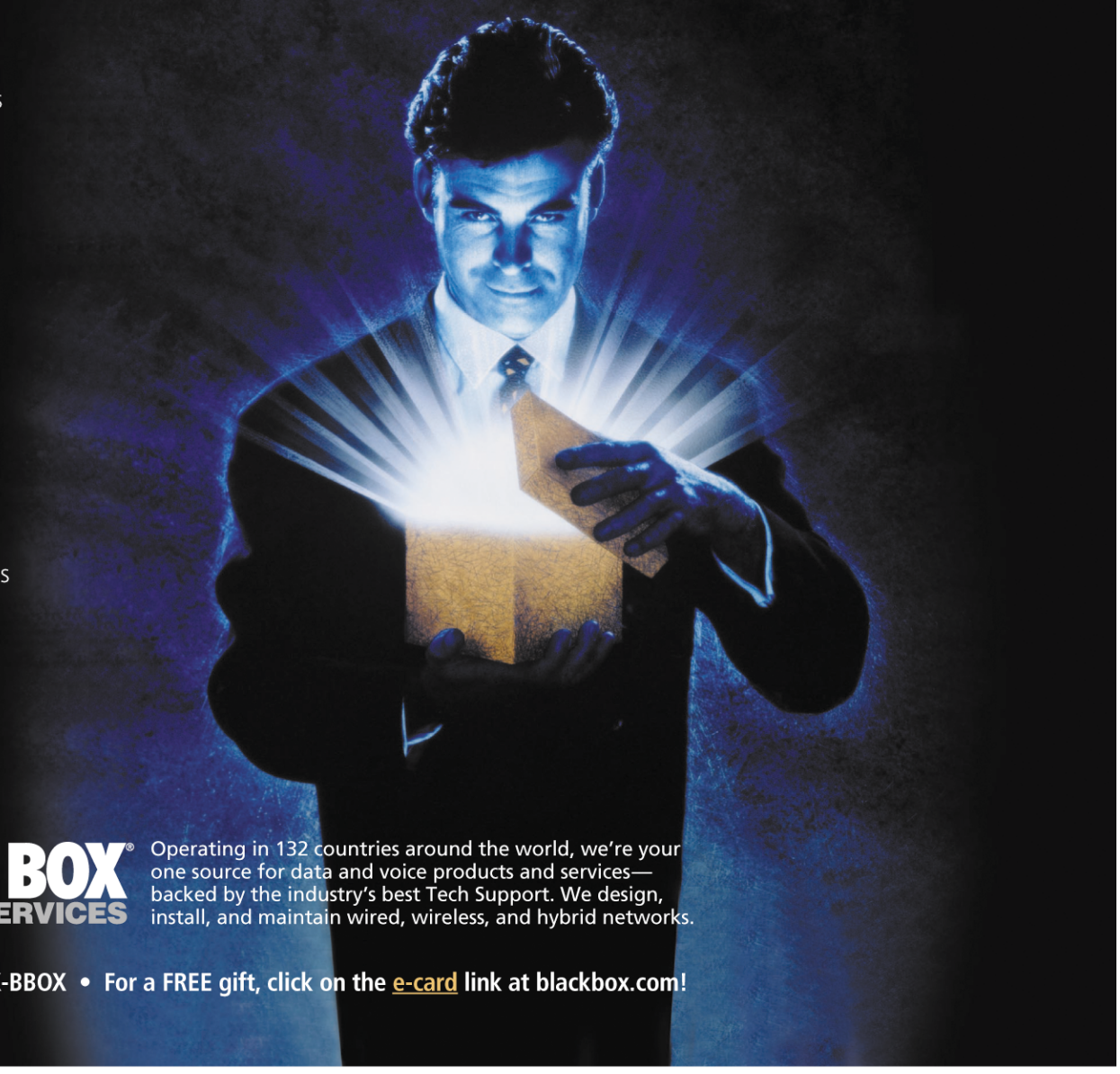

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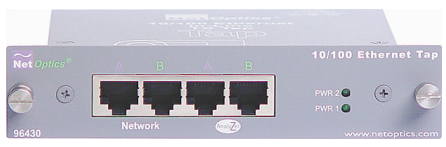

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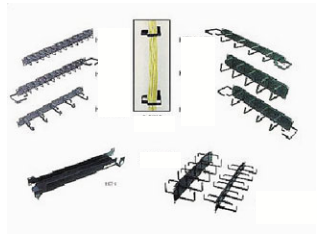

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PRODUCT RELEASES

CONTROLLERS

■ **Addonics** released a new eSATA controller that supports the newer 133MHz PCI-X bus and older PCI buses. The new eSATA II ADS3GX4R5-E controls RAID 0, RAID 1, RAID 1+s, RAID 5, RAID 10, and JBOD configurations that include up to four external hard drives. The controller includes cables up to 7 feet and can sustain 200MBps speeds with four 7,200rpm drives in RAID 0. The controller supports hot-swapping and is compatible with the Disk Array 4SA system and Saturn Hard Drive kit. The ADS3GX4R5-E is available for $129.

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■ **Advantech's** ADAM-6501 communication controller is the smallest application-ready Intel XScale communication controller available and boasts a 400MHz Intel XScale processor and an ADAM form factor to handle challenging applications. The ADAM-6501 also has a CF slot, which gives expansion abilities for extra storage or for CF form-factor devices, such as modems or WLAN cards. The ADAM-6501 operates under the embedded Microsoft Windows CE .NET 4.2 operating system and runs applications on 32MB of onboard flash memory and 64MB SDRAM. For networking, the ADAM-6501 has an RS-232, an RS-485, and an RJ-45 10/100BaseT Ethernet port.

DATA COMMUNICATIONS

■ **AirMagnet** introduced the AirMagnet Spectrum Analyzer, which is a laptop-based RF spectrum analysis device for Wi-Fi networks. Features include real-time RF spectrum analysis, the ability to detect and pinpoint interfering devices, and radio congestion metrics. The device is designed to cover the Wi-Fi bands currently in use, including 802.11a/b/g.

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■ **Berkeley Varitronics Systems** is targeting field engineers who use HP's iPAQ PocketPC with its new BumbleBee device. The spectrum analyzer offers waveform traces, peak hold, and peak search features, as well as customizable packet/interference triggers. There is an optional Yagi antennae that lets users identify various signals, including interference; 802.11a,b,g; and VoIP signals. The BumbleBee measures 900MHz, 2.4 to 2.5GHz, 5.1 to 5.5GHz, and 5.5 to 5.9GHz wireless bands.

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■ **Network Instruments** introduced a custom Gen2 Card for 2G Gigabit capture and full-duplex Gigabit analysis. The card provides higher port densities, downloadable firmware upgrades through an FPGA, and scalability options. With NI-DNA, the Gen2 Platform offers local and remote visibility, a single code set for all products, and multiple topology support. The card can monitor one, two, or four full-duplex links and uses SFP modules to support different link types. Network Instruments also introduced the latest version of its Gigabit Observer Suite System, which adds Gen2 Capture Card technology. The product is a portable analyzer that comes with Observer Suite, as well as the hardware necessary for full-duplex gigabit analysis at wire-speed. GOSS includes a copper or optical inline nTAP, weighs just 24 pounds, and includes a 10/100/1000 adapter card, necessary cabling, an integrated nTAP, a 15-inch active matrix display, 1GB of RAM, a 160GB hard drive, a CD-RW drive, keyboard, mouse, and WinXP Pro. GOSS starts at $17,995.

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■ There's a new family of 108Mbps 802.11b/g wireless devices from **SMC**. The EZ Connect g 802.11g 108Mbps Wireless Router (SMCWBR14T-G) is available for $79.99, as are various adapters. The EZ Connect g 802.11g 108Mbps Wireless Ethernet Bridge (SMCWEBT-G) is also available for $79.99, along with related kits.

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■ **ZyXEL Communications** launched the ES-3124PWR, an intelligent L2+ managed PoE switch that conforms to the IEEE 802.3af standard. The ES-3124PWR uses PoE to transmit data and electrical power to remote devices, such as IP cameras and phones, and wireless access points and routers, via existing CAT-5 UTP cabling. Available in a 19-inch, 1U-height chassis-mount design, the ES-3124PWR has the following ports: 24 standard 10/100BASE-Tx PoE ports, up to four GbE uplink ports, and two 1000Mbps RJ-45 ports. It also features two dual-personality GbE interfaces (1000Mbps RJ-45 ports or SFP open slots) capable of a 12.8Gbps nonblocking switching speed.

GRAPHICS & VIDEO

■ **Planar Systems** expanded its PX family of high-end LCDs with 17-, 19-, 21-, and 23-inch flat panel monitors. All of the displays feature Planar's RapidVideo accelerator, which boosts full-motion video performance. With the technology, Planar claims its PX2320MW, the 23.1-inch widescreen model, is up to five times faster than other displays in its class. The new PX displays' speakers are integrated into the stands, making the bezels thinner and ideal for tiling together in multimonitor configurations. The PX1710M and PX1910M are available now, the PX2320MW will be available later this month, and the PX212M should be available next month.

POWER DISTRIBUTION SYSTEMS

■ **APC** released InfraStruXure, which is a hydrogen fuel cell power generator designed-for the high-availability applications of small to medium-sized data centers. InfraStruXure integrates power, cooling, management, and services while only producing heat and water as byproducts. Other facets of the InfraStruXure include modular standardized components, which let IT departments customize the system to fit a variety of requirements. InfraStruXure is also Web accessible and configurable with the InfraStruXure Manager application.

Go to Page 16, Column 1

IBM Offers Integrated Blade Solution

eServer BladeCenter Business Express Helps Simplify Operations For The SME

by John Brandon

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ONE OF THE TOUGHEST decisions small-business owners face is how to handle their computing infrastructure. Typically, only large enterprises can afford multiple servers for hosting their accounting, intranet, CRM, and email systems. Small and midsized enterprises can avoid those expenses with the IBM eServer BladeCenter Business Express solution. The eServer system runs remotely on either Windows or Linux and comes with the BladeFusion Production Environment and IBM Express Middleware.

"Small businesses can start with one or two blades and add servers later as the business grows," says Alex A. Kovtun, a senior analyst with IBM reseller and partner Agilysys. "Modular, redundant design of the BladeCenter chassis allows connecting to a large variety of storage and networking subsystems."

SNAPSHOT

IBM eServer BladeCenter Business Express

$4,500 to $9,000 for each building-block blade server
Leasing costs per server start at $120 per month

Combines hardware, software, and services in integrated packages to help build customized solutions that can work with existing technology infrastructure

www.ibm.com

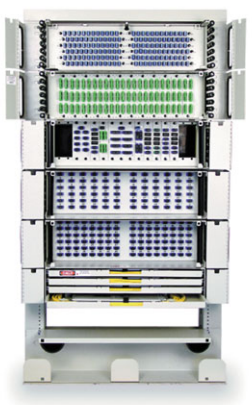
That redundant design is exactly what small businesses crave. According to IBM BladeCenter Alliances director Juhi Jotwani, SMEs can choose which packages are included, starting with the base IBM WebSphere Application Server and runtime environments for development. DB2 Express, a collaborative workspace environment, and instant messaging are also available. As a company grows, it can add services to its IT infrastructure when the time is right—and the budget is approved.

"The fundamental premise is that small businesses have limited IT resources, and they are looking for a solution that works immediately," says Jotwani. "BladeCenter is pretested and preconfigured with different building blocks the small business selects."

Jotwani noted that the time-to-market and value-to-market prospects are high with the IBM eServer BladeCenter approach. IBM has recently launched the BladeCenter offering through partners such as Avnet so that there is a local representative who can customize the solution, aid in the deployment effort, and provide ongoing technical support that would be impossible remotely. According to Kovtun, the outsourcing approach, which has become the de facto standard even for large companies, is what gives BladeCenter an edge over internal application servers such as the Oracle Application Server SE One, which costs $5,000 per CPU.

The BladeCenter Business Express solution requires an initial investment of $4,000 to $9,000 for the basic building blocks. The IBM solution follows similar pricing to the Dell PowerEdge solution and HP Itanium products, but with the new partner alliances, at least a 49% marketshare (according to analyst firm IDC) and the selectable package offerings, BladeCenter Business Express could easily find a virtual home in small business or any company seeking to outsource IT. P

Cable Management
Virtual Booth 4054 • Virtual Product 1999



APA Cables & Networks' (APACN) F23 Fiber Distribution System (FDS) is engineered for broadband and enterprise connectivity applications. The FDS consists of termination and splice panels, frames and accessories. The FDS is designed to reduce risk of post installation damage, lower maintenance cost and enhance system life. The F23 144 port fiber panel offers the highest port density in the smallest footprint available.

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Patch Panel
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PRODUCT RELEASES

Continued from Page 15

PRINTERS & SCANNERS

■ **Metrologic Instruments** announced the newest member of the Stratos family, the StratosS, a five-sided, bioptic, in-counter scanner. The MS2200 StratosS is designed specifically for high throughput and for applications where checkout lane and under-counter space constraints exist. This scanner is designed for simple setup and easy maintenance, in order to maximize the uptime of POS systems. The StratosS' features include multiple interface capability, an integrated EAS antenna, operator training software, and an auxiliary-powered RS232 port, which lets users add a handheld barcode scanner. The Stratos family of products is available with or without a scale.

SECURITY

■ **Astaro** introduced Astaro Security Linux 6.0, the latest version of its Linux Unified Threat Management software. This new version is a seven-in-one package that lets users control security features, such as their firewall, virus protection, surf protection, spam protection, and intrusion protection, all from a single interface. Other features include the ability to utilize Linux Kernel 2.6 and the adoption of the SIP Proxy, which increases security and flexibility when using VoIP communications. This version also includes enhanced integration with Novell eDirectory, which is designed to provide more options for tailoring your identity management security. Astaro Security Linux 6.0 is available starting at $330 for a 10-user license.

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■ **McAfee** announced that its Entercept server agent supports Red Hat Enterprise Linux 3. The software covers intrusion and protection for Linux systems, in addition to existing products for Solaris and Windows. Entercept also offers buffer overflow protection for all applications, a special shielding feature to protect applications from file manipulation, and HTTP traffic prevention for Apache. Entercept uses both behavioral rules and intrusion signatures to protect systems. McAfee also announced Streaming Updates for McAfee SpamKiller and WebShield users, which can update as frequently as every five minutes to provide the most current protection. The updates are available to current users through the McAfee Appliance Activation Package.

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■ **Symantec** Critical System Protection 4.5 is a new version of Symantec's intrusion prevention software for Windows, UNIX, and Linux. The app enforces behavior-based security policies, reducing the risk of insider tampering with so-called de-escalation of administrative user privileges. SCSP 4.5 also adapts to the applications and OSes present on a system so that sysadmins don't have to spend time with customization.

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■ **Tumbleweed Communications** announced a new update to its Tumbleweed SecureTransport file transfer utility. The update includes the addition of SSH to the list of transfer protocols supported by SecureTransport. Also included in the update is the eTrust Siteminder SSO (single sign-on), which allows enterprises to use their existing infrastructure to manage security policies and data access. In order to support multigigabyte file transfers, the update has an improved AS2 engine.

SOFTWARE

■ **Asigra** announced the upcoming release of its Televaulting for Mac OS X solution. Televaulting for Mac OS X can support the backup needs of both local and multisite environments and offers an agentless backup and recovery environment that is compatible with Macintosh-based and mixed Mac/Windows systems. In addition, Televaulting for Mac OS X supports backup for systems running Novell NetWare, Linux, or UNIX. This lets administrators protect each system on the network without agent-based license fees, agent installation, agent-induced performance loss, and annual agent upgrades. There are also new Televaulting features that include incremental forever and advanced compression and de-duplication, which let users minimize backup bandwidth requirements from distributed sites. Televaulting for Mac OS X will be available in the fourth quarter of 2005.

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■ **EMC** unveiled Smarts MPLS Manager, an application for managing next-generation Multi-Protocol Label Switching-based VPNs. The software offers the key ability to discover and manage Layer 2 and 3 devices and circuits, as well as connectivity support for Ethernet, ATM, and Frame Relay devices on the provider's edge router. The software also introduces extended troubleshooting capability known as "VPN Remote Ping," which gauges the health of VPNs.

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■ **Loftware** announced two all-in-one RFID and barcode label printing systems. The RFID Starter is a two seat, RFID and/or barcode printing capable application designed to let Tier-2 and Tier-3 companies facing limited RFID compliance demands meet their current mixed compliance requirements for barcode label and RFID printing software. The new enterprise-class system, called the RFID Premier, is a 10-seat enterprise product and features a user configurability option that allows up to five printers to be assigned to RFID output.

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■ **NetSupport** introduced NetSupport Manager, a program that lets users access files on a remote PC from a Windows Mobile Phone, Pocket PC device, Windows CE device, or Mac or Linux system. The Mac version is still in beta testing at this time. Users can use NetSupport Manager to connect to a remote PC through a GPRS, LAN, or WAN connection. The software's features include not only remote PC access but also dynamic inventory, automated scripting, scheduling, file transfer, remote deployment, and help requests.

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Shield The Network

NFR Security Sentivist Smart Sensor 100C Identifies Suspicious Network Traffic

by Tony Bradley

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NFR, FOUNDED IN 1996 by Marcus Ranum, established its position in the security industry with the Network Flight Recorder. Marcus Ranum has moved on (he's now CSO of Tenable Network Security), and NFR no longer offers the Network Flight Recorder. But the company is a respected force in intrusion detection and prevention.

Its latest appliance is the NFR Security Sentivist Smart Sensor 100C IPS device. The Sentivist Smart Sensor protects enterprise networks from malware threats, information theft, and unauthorized changes to the network. It uses a hybrid detection engine to identify attacks and breaches in security, which combines exploit-based signatures, vulnerability-based signatures, and anomaly detection. NFR's Dynamic Shielding Architecture is able to discover vulnerabilities and changes to network or endpoint profiles and adapt tuning rules and parameters to dynamically shield your environment from potential threats.

According to Andre Yee, president and CEO of NFR Security, one of the key components that makes the Sentivist Smart Sensor IPS stand out is confidence indexing, which associates a qualitative score with each detected event. "This confidence score denotes the likelihood that the event is truly an attack. If the detected event is a matched-signature exploit, the system will assign a high confidence score, say 90%. A detected anomaly may be an attack, but it also may be a benign misuse of protocol. In that instance the system will likely assign a lower confidence score. The user can calibrate the level of prevention based on this confidence score and match it against the risk profile of the corporate assets. For instance, you may want to ensure that you only block attacks on your transaction processing servers that are 90% score or higher, since the risk of mistakenly dropping business-critical transactions is unacceptable. No one offers this level of granular control."

Like many network and security vendors, NFR realizes the value of being able to leverage limited resources and support remote sites from a central location. To administer and maintain the NFR Sentivist Smart Sensors, NFR provides its Enterprise Security Console, which can manage hundreds of sensors and enable signature updates and policy changes from a single point of control. Similar solutions are available from competing vendors. ISS offers SiteProtector centralized management for its Proventia IPS, and McAfee provides IntruShield Security Management System for administration of IntruShield IPS appliances.

SNAPSHOT

NFR Sentivist Smart Sensor 100C

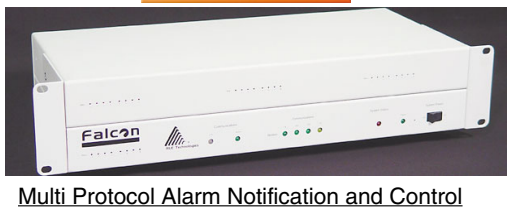
Starts at $8,650

An inline IPS that provides affordable, enterprise-class security for the SME

www.nfr.com

Environmental Monitoring
Virtual Booth 3896 • Virtual Product 1765

Falcon



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PRODUCT RELEASES

Continued from Page 16

■ **Nortel** announced new security products ideal for protection of sensitive data, as well as multimedia and IP telephony services. Nortel's Secure Information Access Solution enables remote access to corporate networks for employees who are not in the office. Nortel's product has built-in security tools that ensure that mobile systems can only access connections that meet the company's security policies. It also has built-in antivirus protection and a personal firewall. Nortel also announced Secure Information Access and Secure Multimedia for security both within the company's local network and over a remote connection.

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■ In an effort to assist utility companies with developing speech applications to increase caller satisfaction, **ScanSoft** has released SpeechPAK Utilities Suite 2.0. A fully customizable, modular application that cuts deployment time for utilities-based applications by up to 40%, Speech-PAK Utilities Suite 2.0 helps utilities companies tackle customer service problems such as outages, meter reads, and billing issues that are cost-prohibitive to use live agents but difficult to solve with touch-tone solutions. Like other SpeechPAK kits, SpeechPAK Utilities Suite 2.0 is based around SEM (SpeechWorks Engagement Methodology), which lets developers produce effective, custom solutions quickly and affordably.

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■ **WildPackets** announced version 3.0 of its Omni enterprise network analysis platform. This version features the addition of in-depth VoIP call analysis, support for PCI-based T1/E1 WAN analysis, and enhanced support for Datacom Systems and Net Optics matrix switches.

STORAGE

■ **AppIQ**'s new StorageAuthority Suite R4.0 is a storage area network and storage resource management software suite that includes several new data protection modules that add features such as integrated backup reporting and fault analysis. New modules include StorageAuthority for NetApp, Storage-Authority Protection Manager for VERITAS NetBackup, and StorageAuthority for Microsoft SQL Server. Customers can expect to purchase StorageAuthority Suite R4.0 starting in Q3.

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■ **Bus-Tech** announced enhancements to the MAS (mainframe appliance for storage) 2.0, a tape-on-disk controller. The MAS 2.0 features a new platform containing an 800MHz FSB, high-performance disks, hardware RAID, and expanded 2GB memory. Dynamic path recognition and a 256-drive emulation are just two ways the MAS 2.0 enhances mainframe connectivity. The bulked-up drive support simplifies MAS resource scheduling while the dynamic path recognition enables the 2.0 to learn paths to the mainframes it is attached to. EMC offers bundled products that contain Bus-Tech's products. The Bus-Tech MAS-Fx (a FICON-based product) is bundled with the EMC Centera CAS while the Bus-Tech MAS-Ex comes with the EMC Celerra NAS.

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■ The new OneTouch II external hard drive from **Maxtor** includes a new FireWire 800 interface for speedy file transfers. The drive includes FireWire 400 and USB interfaces, making it compatible with a wide variety of systems. To further increase performance, the drive includes a 16MB buffer, and it can store up to 300GB of content. The drive's design allows you to stack multiple drivers or stand it vertically to conserve space. Maxtor DriveLock lets you protect sensitive content on the drive and a special version of EMC's Dantz Retrospect Express HD software offer quick and easy backups.

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■ **MPAK** has two new Velocity NAS filers that extend its current line of filers: the MPT3000 and MPT6000. The devices offer up to 12TB of storage and 2,000MBps throughput. According to MPAK, the MPT line is faster than other filers.

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■ At 1U, **Tandberg**'s new LTO StorageLoader tape autoloader may live up to its billing as the world's smallest LTO2 rack-mount tape automation product. It has two removable magazines that can hold up to four cartridges each, for a maximum of 3.2TB of compressed storage. The $4,499 LTO StorageLoader can transfer up to 173GB per hour using the Ultra 160 SCSI/LVD interface.

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■ The new FlexSAN FS-100 disk array from **Winchester** is iSCSI-based yet also supports Fibre Channel. The 3U, 15-bay device supports up to 6TB of SATA hard drives and has four iSCSI and four Fibre Channel host connections. The new product supports Win2000/2003 and Red Hat Linux. Prices start at $11,595.

Big News In The Little PC Market

The Motion LE1600: A Tablet PC With Big Results

by Julie Sartain

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BASED ON THE Sonoma-generation Intel Centrino platform, the new Motion LE1600 from Motion Computing is the first slate Tablet PC to offer the latest version of Intel's Centrino mobile technology, which includes the low-voltage Intel Pentium M processor at 1.5GHz, the mobile Intel 915GMS express chipset, and the Intel PRO/Wireless 2200 BG network connection.

Designed for the mobile, on-the-run professional in career fields such as health care, hospitality (hotels and restaurants), government, education, and all areas of service, this sleek new clipboard design is lighter weight (only 3.13 pounds with the standard battery) and more durable (chassis is composed of a carbon fiber blend for the upper housing and magnesium alloy for the lower housing), and the hard drive is a shock-mounted 1.8-inch design.

The 12.1-inch XGA TFT display has wide viewing angles (up to 180 degrees) and a built-in ambient light sensor that adjusts the display brightness, which in turn maximizes the battery life. It also features View Anywhere technology, which provides optimum viewing in all lighting situations. And the new digitizer pen has a sleek ergonomic design and comes equipped with an integrated eraser.

The LE1600 includes 512MB of 400MHz DDRII memory (upgradeable to 1.5GB), a 30GB hard drive (upgradeable to 60GB), and embedded Wi-Fi, Bluetooth, and IrDA.

Roger Kay, a technology analyst and vice president of client computing at IDC, says, "The LE1600 is a slick little machine. It's smaller, lighter, has a good grip, and it's easy to hold—perfect for professionals on the go. It's a definite improvement over their previous model [the M1400]. This one is faster, has better security and connectivity, an extended battery life, and their keyboard solution—a separate attachable component that also serves as a 'rechargeable' mini-docking station—is an ingenious move."

The "extended battery life" is an optional hot-swappable extended battery that adds a full day of wireless computing to the system. The optional keyboard/rechargeable mini docking station comes equipped with a USB port and a motion accessory port. Other features include the Speak Anywhere technology that locks onto a user's voice and eliminates background noise, enabling more accurate voice recognition and intelligent microphones for high-fidelity voice and sound input.

"Motion Computing has done well compared to others in the tablet market," says Kay. "They focused their energy with this product, and it has definitely worked to their advantage."

In addition to Fujitsu, HP, and Toshiba, other competitors in the slate market include Acer, ViewSonic, Paceblade, and NEC.

SNAPSHOT

Motion Computing LE1600

$2,199 for LE1600
$1,899 for LE1600c (a Celeron version)

A thin and lightweight Tablet PC equipped with a fast processor and lots of RAM; great for mobile, on-the-go professionals

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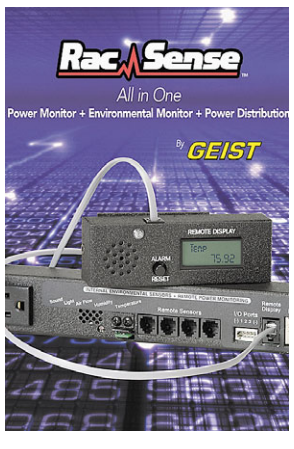
Environmental Monitoring
Virtual Booth 2879 • Virtual Product 2335



The "RacSense" PDU combines Power Distribution with both Power and Environment Monitoring in a stand-alone unit. Completely self contained. A "plug-n-play" solution generating graphs and web pages via your web browser. Internal sensors include, Current, Voltage, Temperature, Humidity, Airflow, Light and Sound. Three I/O ports can be utilized for cameras, door and water sensors. SNMP traps and email alarm notification.

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Google Desktop Gets Down To Business

Enterprise Version Includes Corporate Distribution Tools, Lotus Notes Integration & Enhanced Security Features

by Joseph Pasquini

• • •

In an effort to make its desktop search application more appealing to security conscious corporate users, Google has introduced Google Desktop Search for Enterprise. The release of the enterprise edition follows the consumer version, which appeared about eight months ago. The corporate class tool, which is available as a free download, is aimed at business customers who need to quickly locate information stored on their workstations.

With Google Desktop Search, users can search the full text of their email, files, viewed Web pages, and chat sessions. "Google Desktop Search for Enterprise provides the power and simplicity of Google, all in one small and easy-to-use package," says Matt Glotzbach, Google's enterprise product manager.

Email clients supported include Microsoft Outlook and Outlook Express, Netscape Mail, and Mozilla Mail and Thunderbird. Integration with IBM Lotus Notes is also featured. In addition, popular Windows-based file formats, such as Word, Excel, PowerPoint, Adobe PDF, MP3, image, audio, and video files can also be searched. Web pages viewed with Internet Explorer, Netscape, and Firefox, as well as AOL and AOL Instant Messenger chat sessions, can be searched by the desktop tool.

Desktop Search also adds new enterprise-level security, configuration, and deployment controls. An included Microsoft Windows Installer package provides for company-wide distribution. User preferences, which can include index exclusions of any searchable data that could potentially contain sensitive information, are centrally managed using Microsoft Group Policy settings. Search indexes can also be secured using Windows Encrypted File System, and different indexes can be created for each user of a shared workstation.

With the new move into the enterprise desktop search arena, Google will compete against established offerings, such as Copernic Desktop Search, X1 Enterprise Edition, and Autonomy's IDOL Enterprise Desktop Search. It will also compete with Microsoft's enterprise desktop search tool, which is expected to be available in beta form later this year.

However, Glotzbach, who already is working with several large enterprise customers on rollouts, is not worried about the competition. "Unlike other desktop search products that require changes in work habits and complex search interfaces, Google Desktop Search gives users a clean, simple, easy-to-use search interface coupled with the sophisticated Google search algorithms to find what they are looking for. Also, unlike competitors, Google Desktop Search for Enterprise acts as a photographic memory for all of the information you interact with. It indexes the Web pages you have seen and gives you access to them, even when you are offline. It also keeps track of version information over time, so you can easily find that original presentation or document," says Glotzbach.

SnapShot

Google Desktop Search for Enterprise

Free; premium support available for $10,000 a year for each 1,000 users

Enterprise version of Google's desktop search tool sports enhanced security, centralized configuration, and easy company-wide deployment

desktop.google.com/enterprise

Taking The Pain Out Of Compliance

Tripwire's Compliance Preparedness Services Aid With Audit Management

by Sandra Kay Miller

• • •

Risk reduction and change management are hard enough to accomplish in a complex business environment. However, tossing regulatory compliance into the mix has created real headaches for IT shops bound by process control audits.

Tripwire, a provider of change management software, has recently introduced its Compliance Preparedness Services, three new levels of professional services aimed at easing the frustrations associated with regulatory compliance for Sarbox, GLBA, and the latest in the growing financial services regulatory statutes—Visa CISP (Cardholder Information Security Program).

By leveraging its software that alerts and records changes on desktops, servers, and network devices, Tripwire's professional services can zero in on specific process controls necessary for meeting the rigorous demands of compliance auditing.

The first service level—Change Audit Deployment—provides organizations with basic professional services for the installation and configuration of the Tripwire software, establishing system and data classification and hands-on training for the system's administrators.

The second level—Change Audit Deployment and Reconciliation—goes a step further as consultants delve deeper into advanced process workflow, including that for manual change reconciliation, alerting, event notification, and reporting.

Change Audit and Process Optimization is the third and most comprehensive service level. Designed for organizations that want to implement automated processes for auditing production changes, this service level features first- and second-level service features, as well as the development and implementation of change methodologies and integrated enterprise reporting. An extensive four-day training and follow-up visits for fine-tuning are also included in this level.

The majority of IT departments don't have an issue with installing and configuring security, change management, and auditing software when it comes to infrastructure and network monitoring. However, most IT shops say regulatory issues have gone beyond the scope of their department and have become overwhelming. The Colorado Housing and Finance Authority says Tripwire's Compliance Preparedness Services have enabled it to automate many of its processes so it could take on the extra work required for compliance without adding staff.

By realizing that compliance is more complex than installing and configuring software, Tripwire has developed its three-tier approach to helping organizations by leveraging its software with comprehensive professional services aimed at specific regulatory requirements.

There are numerous software products, tools, and appliances on the market that provide change monitoring and protection of sensitive data and critical systems. Most firewall and intrusion detection vendors have integrated compliance features into their products; however, many fail to provide the much needed assistance when it comes to determining whether or not regulatory demands are actually being met. Tripwire has bridged this gap between the technology and compliance complexity through the introduction of its Compliance Preparedness Services so organizations can rest assured they have met their requirements.

Many companies are marketing similar services aimed at compliance regulation, and Tripwire's professional services are the type of high-tech hand holding busy IT managers need and want as many IT departments simply don't have the time and/or training to know for sure if they are in compliance.

SnapShot

Tripwire Change Audit Deployment & Reconciliation Services

$30,000 for Change Audit Deployment (two-week engagement)
$75,000 for Change Audit Deployment and Reconciliation (six-week engagement)
Pricing varies for Change Audit and Process Optimization

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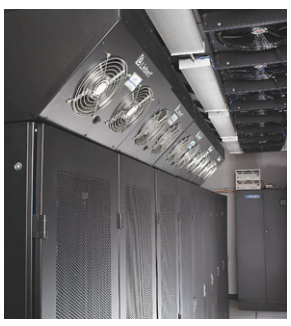

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24 RECEPTACLE REMOTE POWER MONITORING & DISTRIBUTION

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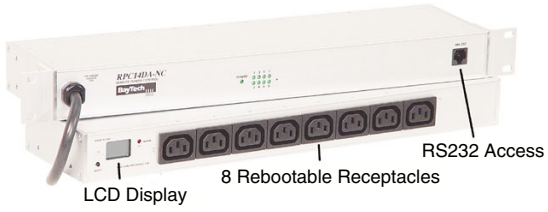

8 RECEPTACLE POWER CONTROL AND MONITORING

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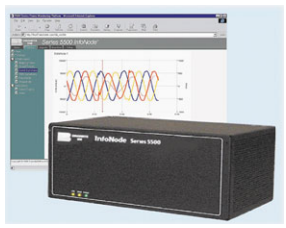

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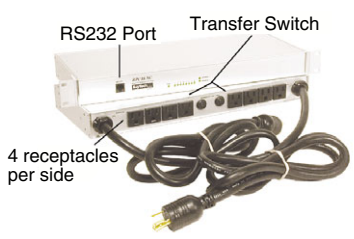

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OPINIONS
UPTIME

The Question Of When & How To Go Global

If you are responsible for managing a commercial Web site for a growing U.S.-based company, sooner or later you have to deal with the question of when and how to go global with your business. That's the situation we're currently facing at WildTangent. We are one of the leading publishers of online games, and our business has been steadily growing for several years. We currently host all of our applications from a data center in Seattle and have been primarily focused on the U.S. market.

One of our business partners has been encouraging us to go after the Asian market, so we've been evaluating the pros and cons of getting into the international market. In addition to the obvious issues of language localization, local currency support, and native language customer support, we've also been investigating what changes we have to make to our hosting architecture to support global distribution and sales of our games.

Assess Your Current Solution

In order to make a good recommendation about how to change your hosting architecture to support international customers, you first need to clearly understand how your existing applications work and what your current performance is to overseas locations. The nature of your applications will determine the range of solutions that you can apply to the problem. Does your site use static HTML or dynamic HTML? Do you provide downloads, and if so, how large are the files? Do you have database-backed applications? If so, can the database be easily decentralized? Don't shortchange this step, as the answers to these questions are critically important to deciding how to go global with your commercial Web site.

You also need to figure out where your customers will be coming from and what your performance is to those locations. A good way to do this is to subscribe to a distributed performance monitoring solution and collect some data on performance to your site from different parts of the world. Keynote Systems is the best-known provider of this type of service, and I've been a customer for some time.

Keynote offers a service called Application Perspective Outside Edition that can measure your Web site's performance from up to 30 different major metropolitan cities worldwide. A careful analysis of these charts will help you to understand where you need to improve performance and where it might already be acceptable.

Content Distribution Networks

If your primary performance issue for international support is Web page download time or file download performance, then you're in luck. You can subscribe to a CDN (content distribution network) service to distribute your content out to different areas of the world without having to open any remote data centers.

CDNs are essentially distributed caching servers that traffic is routed to via a specialized DNS service that figures out where to send your customers based on their source IP address. If a customer in Europe tries to access your URL, the vendor's DNS service will instead send them to a locally cached copy of your Web site. Akamai is the best-known CDN service provider, and it literally has caching servers all over the world. Implementing a CDN solution is very easy. Depending on the vendor you choose, you may not even have to make any changes to your existing Web pages.

Remote Data Centers

If your Web application requires frequent writing to a database, then a CDN alone won't solve your global performance issues. In that case, you'll have to identify the locations where latency is high enough to make your application's performance unacceptable and set up remote data centers in those areas. A common solution is to set up shop in Asia and Europe, since those are both very significant markets.

It's not terribly difficult to find colocation space in those locations and set up some servers there. However, you may have to redesign your application if it relies on a single copy of a database. It's simply not feasible to try to synchronize databases across the world in real time. If your application can run as a separate instance per location, then you just have to replicate an appropriately scaled copy of your current topology to each remote colocation facility.

China

The Chinese government has the most elaborate and sophisticated Internet filtering system in the world. The exact techniques are a closely guarded secret, but it uses a multipronged approach that includes real-time keyword filtering. This introduces a lot of additional latency to users in China, so addressing performance is more difficult. Hosting Web servers in China is heavily regulated and fraught with political pitfalls. To seriously go after the Chinese market, it is critical that you partner with someone in the country who knows how to deal effectively with these issues.

Send your comments to danny@processor.com

DANNY CECIL

Danny Cecil has 19 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the senior director of IT and Operations for WildTangent, an online game publishing company in Redmond, Wash.

BIO NOTES

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OPINIONS
INFO-TECH • INSIGHT

Keeping It Simple: Why Less Really Is More

Like most people, I'm of the mind that technology should simplify my life, not add complexity. It's one of the reasons that I admire Apple Computer. Its entire product line is based on a less is more philosophy. It purposely hides any and all complexity from the user and presents only a clean, intuitive, and aesthetically pleasing interface. More than that, its products are designed for a specific purpose and perform to it beautifully. Its Power Mac G5, for instance, was designed with digital multimedia production in mind. It's optimized for that purpose, and its users not only appreciate it but also are more loyal because of it.

Fundamentally, business users should be sick of paying for product features that they either don't want or can't use.

More Is Not More

I was recently in the market for an MP3 player. As I make that long, slow march through middle age, I've become painfully aware of the need to increase my paltry activity level and have taken up the solitary activity of power walking. What I wanted was a simple, lightweight, and inexpensive gadget that I could take with me.

The sheer number of players available boggles my mind. They'll record your voice, save your Word docs, organize your life, call your mother, and take a picture for posterity. Very few of them will just play music, though. Imagine my delight when I found the iPod shuffle. It does one thing, it does it well, and it's not cluttered up with a whole bunch of thingamabobs that I don't need. It's so stupid-simple, it's genius.

Learned Helplessness

Why don't more technology vendors follow suit? Admittedly, the shuffle is a consumer product. But business users are also consumers, and simplicity shouldn't end when you walk into the office. I appreciate a straightforward, easy-to-use application as much at home as I do when I'm sitting here typing this column.

My theory is that business users have been beaten into a state of learned helplessness by Windows-based desktop and client-server applications. They are so used to their unneeded complexity, precarious instability, and ridiculously Byzantine feature sets that it hasn't occurred to them that they should expect more. But they should.

But I Don't Need That

When interviewing CRM customers on their satisfaction with various feature sets, I hear the frequent refrain of, "Well, the vendor says the product can do it, but we haven't been able to implement that functionality yet." I'm talking about customers who haven't been able to overcome the complexity of a product to utilize features they've been paying into for two or three years.

Fundamentally, business users should be sick of paying for product features that they either don't want or can't use. People adopt technology solutions to solve a problem. Period. The solution adopted needs to solve that problem, not create new ones. When I was looking for an MP3 player, I had a simple problem: I get bored when I walk alone. I needed a simple solution: something that can play my MP3 collection and is easy to operate while moving quickly. The shuffle solved that problem. It doesn't dance, it doesn't do my taxes, and it isn't trying to teach me Spanish. It just randomly plays my music. I didn't have to invest a lot of my time or money learning how to make it work. And, unlike the PSP I recently received, I didn't have to ask my 10-year-old how to operate it.

JANET WHITE

Author of "Buying Right: Vendor and Software Selection," Janet White has managed key development projects for major automotive and high-tech enterprises across North America. White is currently a research analyst with Info-Tech Research Group, where she analyzes enterprise software.

^ BIO NOTES

There's Hope

Small to midsized enterprises have learned from the horror stories of the Fortune 1000's disastrous soup-to-nuts ERP implementations. They're investing in point solutions that solve their problems today and can quickly generate a positive ROI. Vendors that want to do business with SMEs seem to be paying attention. Simplified, streamlined products that cut to the chase are starting to appear.

Software as a service, in particular, seems to have adopted the "less is more" mentality. Web-based, vendor-hosted solutions are TCO of these solutions; the fact of the matter is that vendors have had to rethink what they can offer online and package these solutions accordingly. Business users pay for what they use and no more. If they want more features, they'll buy them.

On-demand or hosted solutions may not be the way of the future, but they are pushing technology vendors to rethink the complexity and usability of their products. I recently talked to a small-business owner who's thrilled with his on-demand CRM solution. It's simple, he knows what all the buttons do, and he isn't paying for anything he doesn't use.

What a concept.

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OPINIONS
RESELLER • NEWS & VIEWS

Choosing The Right Technology Reseller Can Keep You Out Of Jail

CardSystems Solutions recently got in hot water for failure to safeguard millions of Visa and MasterCard records. On June 17, former Tyco International CEO Dennis Kozlowski and Finance Chief Mark Swartz headed for prison, partially for violation of federal compliance regulations related to honest financial reporting and the safeguarding of corporate records.

The new laws that enable the stricter federal regulations have as their centerpiece the Sarbanes-Oxley Act of 2002, but there are an estimated 10,000 to 15,000 regulations that businesses must deal with today to avoid being out of compliance in some manner.

It isn't always as easy as identifying extravagant parties and $6,000 shower curtains as in the Kozlowski case. Many times, conformance with the new compliance regulations has more to do with how the backups were run, where the data is stored and protected, and how well you document and keep consistent your data protection practices.

Why Should IT Managers Care?

IT managers found to not be in compliance with this new federal legislation face jail sentences and large fines. To comply with Sarbox, the technology reseller industry anticipates a large investment in IT infrastructure to meet mandated regulations by Congress, the Securities and Exchange Commission, the Federal Drug Administration, the Commerce Department, the Department of Defense, and other banking and financial oversight agencies. This investment will come in the form of the purchase and leasing of equipment and software.

Sarbox is having the greatest impact on the new world of compliance because any company with market capitalization greater than $75 million came under its jurisdiction last year, and those with smaller market capitalization are due to fall under it by mid-July.

If your company has an exit strategy of being bought by a public firm, you must meet Sarbox compliance regulations to be considered a desirable candidate for merger or acquisition.

Some federal laws that pertain to the storage and safeguarding of electronic records include Sarbox, HIPAA, FDA Part 11, and DOD 5015.2. Many of the legislated mandates require that data be stored in a form that is not erasable and not alterable. In addition, the storage of computer records must be such that any attempt to erase or alter a record is recorded and immediately reported. Measures available to prevent the data from being altered in any way include WORM tape and disk storage, records management software, storage vaults with sophisticated technology to restrict access to only authorized individuals, and hardware designed to protect that data from erasure or alteration.

Computer records covered by these mandates must be readily available for audit anytime a regulatory agency wishes. Failure to meet these mandates can lead to significant fines and possibly the loss of the IT director's job.

The Vendor's Role

These new requirements are impossible to meet with some of the older storage equipment. Newer technologies have been devised to meet some of the mandated regulations. That's why IT managers need to choose equipment vendors who understand the implications of these new laws and which solutions comply. And it isn't just new hardware that's involved: New forms of media, specialized software products, and better records management controls will also be required.

Most Sarbox regulations focus on the way records are managed, recorded, and stored. They also specify long periods of storage—up to 30 years for certain records. Many storage technologies only last for 10 years. That means that at least three data conversions must take place between the time the data is originally recorded on disk or tape and when it can be destroyed. Users and their computer suppliers must plan for significant data conversion processes for all data that falls under Sarbox and other data-focused mandates.

The requirements to protect more data for longer time periods is extended beyond normal database files to other types of data, including email, instant messages, faxes, and other nonstandard documents and forms. These must be captured and retained for periods typically longer than the expected life of the medium they are initially stored on. In addition, secure duplicate backup data sets must be maintained offsite in secure locations that can control access to the stored media. And under Sarbox, these records have to be indexed in an easily searchable form to fulfill unanticipated requests for data by oversight agencies.

Sound like a lot to learn? You bet it is. But it's the new reality of the compliance world that IT managers, equipment vendors, and lessors need to master to be a successful part of it.

JOSEPH MARION

For the past 30 years Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s, he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.

BIO NOTES

Thanks to David Breisacher, CEO/Chairman of GST, for assistance with this article. For more information about the company, please visit www.gstinc.com.

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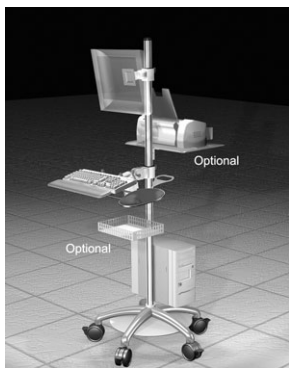

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Building Automation Systems Come To The IT Department

Will IT Admins Soon Manage Their Enterprises' Heat, Air Conditioning & Lighting?

by Bruce Gain

• • •

TOTAL AUTOMATION of a building's heat, air conditioning, and ventilation has been part of the vision of computing well before the beginning of the PC era. Now that networking and semiconductor technologies allow this concept to see wide-scale adoption, what will be the overlap with IT departments in small to midsized enterprises?

It wasn't that long ago when IT departments' duties often involved only administering a large mainframe server and maintaining office workers' workstations that might not even have been part of a centralized network. Then, mostly since the 1990s, IT began to play a central role in the enterprise. The data center began to form the information management backbone for enterprises' data communications, storage, and other needs that spanned across all departments, from human resources to accounting. More recently, enterprise applications that were previously not linked to information systems, such as telephony, have begun to be integrated under the IT umbrella. Now systems that control heat, air conditioning, and lighting are increasingly becoming automated. Many say it is just a matter of time before these applications, too, become integrated with IT infrastructures.

"[Building Automation systems] is going to happen almost everywhere . . . since anything that can be will be automated," says Richard W. Samson, director of Eranova Institute, a consulting firm with the self-described method of "employing unique principles of mind extension to boost business success, marketing results, and social progress."

The New Regime

Building automation systems, of course, do not yet represent mainstream IT department tasks. Your enterprise's building superintendent, for example, is probably more familiar with the names of automation systems firms, such as Hallam-ICS, Hubbell Building Automation, Lantronix, and Select Energy, than colleagues in the IT departments.

However, there is a definite overlap between what an IT admin does and what goes into managing systems that automate buildings' heat, air conditioning, or lights. And when an enterprise does decide to invest in automation systems, the IT department is qualified to become involved.

"The building automation gear has been the domain of the facilities guy, but that's changing. The new HVAC and security gear have IP addresses, and the IT guy has to manage it," says Gerry Cullen, an IT manager for data center environmental monitoring firm IT WatchDogs. "The facilities folks don't have the know-how to connect everything, so it ends up in IT land."

From a pure building administration level, IT managers often have the background to jump in and take control of non-data-center automation systems. "The operational guy may not have the time, technical background, or interest to research all of these new things," Samson says. "The IT guy is the one who can bring [automation systems] to management's attention by saying, 'Hey, if we did this technology with our lighting, heating, and other environmental controls, we could a) save money, b) improve employee moral, c) win a few points with our customers if they come into our retail premises. Here is how we go about it.' "

> **"IT administrators are forgetting the environmental conditions surrounding the valuable technology. Water, fire, temperature, and other factors go unnoticed until your equipment is considered a total loss."**
>
> *-Lemuel Williams, Uptime Devices*

New IT Career Opportunities?

While managing building automation systems lends itself to IT data center operations, management may still not automatically delegate the task to the IT department, Samson says. Instead of expanding their often overworked and understaffed IT departments, companies often shortsightedly see IT department budgets as opportunities to cut costs at the expense of using IT to improve an enterprise's operational efficiencies. Bringing in new projects or making additional investments in IT for a technology, such as buildings automation systems, is not something many in the upper-management ranks will automatically want to do. It will thus be up to the IT admin to take the initiative, especially in an SME.

"People would prefer to run a company without an IT department at all," Samson says. "So it is a real entrepreneurial environment that we have moved into, and according to how they act, people in IT departments have the most opportunities. And they are the most expendable because they are right in the cusp of this rapid change," Samson says.

Offering to save an enterprise money by managing building systems automation can help secure the IT manager's position. However, it is often up to the IT admin to make the case that the investment will save the enterprise money in the long term.

"It is no way a shoe-in just because [a building automation system] is going to happen, but it is going to happen because people in existing jobs see the future and provide added value," Samson says. "There is real opportunity for them if they take initiative in this area because if they don't, the cousin of a manager of the CEO will. Or they will say, 'You go to X company for that,' and they don't even think of the IT director."

Automation In The Data Center

In the near term, data center environmental monitoring can serve as a test case for building automation systems. Their success can serve as evidence of their applicability on a building-wide level.

"They are vital for lowering the cost of operating systems like air conditioning and lighting," Ron Gula, president and CTO of Tenable Network Security, says. "Most data centers already have environment control centers, which will generate network management alerts if there are failures in the controls."

For Lemuel Williams, director of business development for Uptime Devices, automating your data center represents more of a necessity than anything else. "IT administrators are forgetting the environmental conditions surrounding the valuable technology," Williams says. "Water, fire, temperature, and other factors go unnoticed until your equipment is considered a total loss."

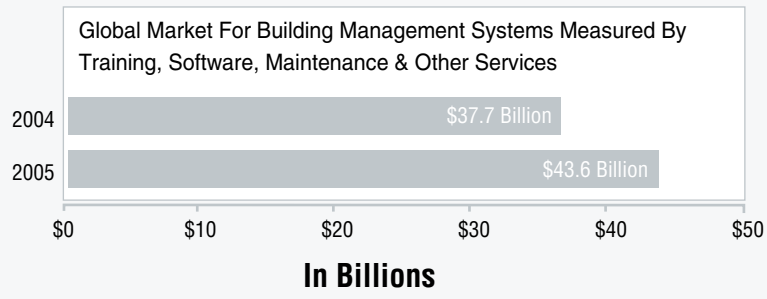
Of Mice & Men

Building automation systems will likely not be fool-proof, especially in the beginning. The successful systems will be those that take into account everything that can go wrong, such as when power goes down, Samson says.

"An analogy is a window in a car in which everything is automatic. You might find it works great until your battery goes and you can't open your window," Samson says. "People are going to want manual backups for a lot of these things, such as being able to open a window for ventilation in case you have no power at all. It is also good to have systems that can go down in part instead of totally and that can work in case the central system goes down."

Building Automation Numbers Mean Growth

Automating the control of a building's heat, air conditioning, or ventilation represents a way with which building managers can help to ensure that a building's operations make a profit. Strict control of a building's operating costs along with increasing the comfort level of its occupants are just two reasons why building automation can pay off. Demand for building automation training, software, maintenance, and other services are thus likely to grow through 2009, according to Business Communications Co.



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BOOK REVIEW

A New Perspective On Globalization

"The World Is Flat" Shows Changing Forces In The Worldwide Arena

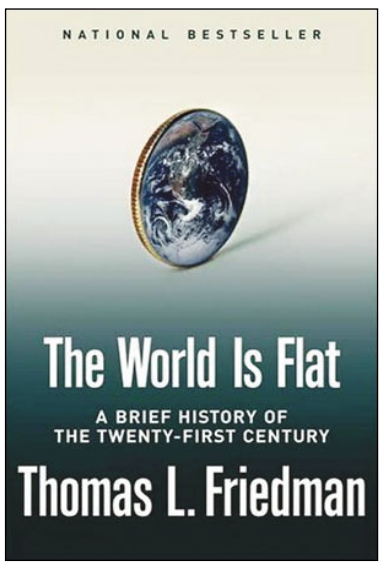
by Dean Takahashi

• • •

Since the attacks of Sept. 11, 2001, America has been focused on stamping out terrorism across the globe. But New York Times columnist Thomas L. Friedman argues persuasively that the nation has to deal with a quieter, but more threatening, crisis of its own making.

In his bestseller "The World Is Flat: A Brief History of the Twenty-First Century," Friedman tries to explain to a broad audience how the forces of globalization are changing the world. He shows familiar technical issues from a global perspective that weave in social, political, and cultural analysis.

Friedman has looked at these forces closely and can dissect them from multiple points of view. U.S. IT professionals may see offshore-crazy executives as Benedict Arnolds, but if they could see what Friedman has seen in his global travels, they might understand what to do in response to globalization. Better to manage it than to stand in its way, Friedman reasons.



The World Is Flat: A Brief History Of The Twenty-First Century
Author: Thomas L. Friedman
Publisher: Farrar, Straus & Giroux
Price: $27.50
Format: Hardcover; 488 pages

Friedman calls this leveling of the playing field across the world the "flattening" of the globe, where U.S. professionals will compete against educated rivals in other countries who are willing to work for much smaller salaries. He came up with the title in a conversation with Indian outsourcing guru Nandan Nilekani, CEO of Infosys, who said the world's playing fields were being leveled. What, Friedman pondered, would be the consequence of a world where everything was level, or flat?

For many IT managers, Friedman's explanations of technologies may come off as pedestrian. But he delivers his argument with an immediacy and a breadth that can only come from someone who has traveled the globe and met with government leaders and captains of business.

Friedman describes his meetings, whether he's sitting across the table from India's top outsourcing executive or dining with a venture capitalist in Palo Alto. He plays golf in downtown Bangalore, India, when his partner tells him to aim his ball at IBM or Microsoft. That's an apt metaphor for what enterprising young Indians are doing to American industry.

He shows how ready India is to collaborate with companies worldwide by showing the conference room at Infosys Technologies, one of India's largest technology outsourcing companies, which has 40 LCD screens on one wall for videoconferencing. Until you see what Friedman has witnessed, it's hard to absorb just how fast globalization is transforming the rest of the world and why 3 billion more people across the globe are now ready to compete for your job.

Friedman's reaction to this globalization is not that he is paralyzed with fear. Don't build walls, he says. Small companies need to tap the tools that can make them global, such as using UPS not only to ship computers but to repair them, as well. Every company needs to collaborate. If you outsource, do it to innovate and grow faster, not just to save money and fire more people. For individuals, he says, study engineering and programming if you want. The flat world will create more jobs for everyone. But knowledge workers have to strive upward. If your job as an illustrator is threatened, provide higher-level service as an illustration consultant.

Friedman warns there is a quiet crisis in the United States, driven by the decline of its science, engineering, and manufacturing competitiveness. In one haunting statement in the book, Microsoft Chairman Bill Gates tells Friedman that today he would rather be born a genius in China than an average guy in Poughkeepsie.

Key Concepts

- The barriers to entry are leveling across the globe.
- Globalization's pace is accelerating and threatens to overtake anyone not ready for it.
- It isn't always clear who is exploiting whom. In some aspects, both parties benefit.
- Don't stand in the way of globalization; manage it.
- Knowledge workers must move up the value chain.
- The flat world will bring bigger markets that everyone can exploit.

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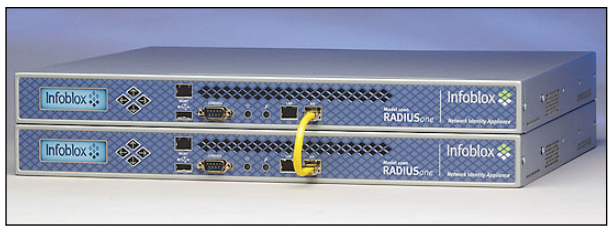

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Delivering Streaming Media Content

Leveraging The Internet Or Corporate Intranet To Save Money & Make The World Smaller

by Tony Bradley

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Two things have occurred over the past few years that have worked hand-in-hand to make streaming media content delivery a wise investment for many corporations. First, the economy was down and budgets were cut. That meant less money was available for flying people around the country to be onsite at meetings or to attend training sessions. Second, computer hardware and networking equipment have generally gotten both faster and cheaper at the same time.

As streaming media technology has evolved, corporations have been able to leverage the Internet or their corporate intranets to close the gap and allow people from across the country or around the world to participate in meetings and training sessions from their own computers. Depending on the method of streaming content delivery, users may also be able to view and participate on their own time as their schedules permit.

The Concept Of Streaming Media

The Internet, or more specifically the TCP/IP protocols, was not really designed to broadcast audio or video in real time. The various packets that make up the data transmission may travel through different routes and arrive at the destination in a different order. The data is reassembled at the destination, but that makes it difficult to stream a live video feed over a network.

Using specialized server and client technology, it is possible to deliver a live video feed over the Web or corporate intranet. The streaming media server adjusts to changes in the network bandwidth and load on the processing capacity of the server and sacrifices picture quality to ensure timely, real-time delivery of the video.

Data can also be saved and encoded for retrieval on-demand at a later time. The main formats used for this delivery method (MPG, MOV, and RAM) are designed to be compatible with the popular media playback utilities such as Windows Media Player, Quicktime, or RealPlayer. These formats generally have a better picture quality than actual live streaming video and begin playing as soon as enough data is loaded into the buffer.

Leveraging Streaming Media

The use of streaming media offers a number of advantages for corporations. Beyond the cost savings realized by not flying employees around the country for training or to attend meetings, content delivery networks can be used to foster clearer and more frequent intra-company communication, more effective customer communication, and superior knowledge-sharing opportunities.

Sonny Discini, senior network security engineer for the Montgomery County Government in Maryland, says, "The ability to broadcast a meeting live throughout the network creates an opportunity for more employees to be involved. A meeting room can only hold so many people, but the whole company can attend the meeting via the Web while sitting at their desks."

He went on to say, "Delivering training with a content delivery network is another tremendous benefit. Training sessions that may only be attended by a handful of employees live can be recorded and archived and retrieved on demand. Using this technology, a single training session can be leveraged to provide training repeatedly until the information becomes obsolete."

The Cons

Deploying an in-house enterprise content delivery network is no small task. Capturing, transmitting, and storing video content traverses a number of departments and disciplines. Capturing or creating the video in the first place requires video production equipment and the knowledge to use it.

Once the video is created, data storage, network caching, bandwidth optimization, digital asset management, and data compression and encoding all come into play to implement a full-scale enterprise content delivery network.

Streaming a live video feed requires specialized server technology to compensate for bandwidth and processing issues and adjust the quality of the video feed on-the-fly to accommodate. In addition, the pipes that make up the network and connect the local network with remote sites have to be large enough to handle the high volumes of data throughput necessary for transmitting audio and video content.

An Effective Content Delivery Network

There are two main approaches to providing streaming media content to a corporate network. One is to purchase the equipment and training necessary to implement a content delivery network solution in-house. The other approach is to outsource content delivery and hire a third party to manage the delivery of audio and video.

There are specialized content delivery appliances available to help transport audio and video content across the WAN to remote sites and alleviate some of the bandwidth and processing load issues inherent in media content delivery. Appliances such as the NetCache from NetApp or the ContentCache from Avantis are designed with content delivery in mind and can help optimize the delivery of audio and video media streams.

Considering the overall cost includes not just the cost for the initial equipment purchase and deployment but getting the proper training and maintaining the various components of the content delivery network over its lifespan, it may be wiser for some organizations to offload the whole task to a third-party provider. There are a number of companies that provide services such as broadcasting live video across the Web or company intranet, encoding media and hosting audio or video files for on-demand retrieval, and more. See the "Streaming Content Production Services" sidebar for a list of some of the providers available.

Providing Value

Content delivery networks can be flashy. Executives may get excited about the ability to transmit fancy video clips to every employee on the network. But the flash and excitement will wear off quickly if the content delivery network is not providing any overall value to the company.

IDC did research, sponsored by NetApp, to examine the ROI of a content delivery network. The study showed that the initial investment in equipment and the cost of training and maintenance to implement a content delivery network can be expensive, but the savings realized outweighed that cost. Overall, IDC calculated the average ROI over three years to be 729%.

Whether you choose to build your own content delivery network from scratch or outsource content delivery to a third party, delivering media content across the network has significant advantages and benefits.

Do the homework to determine what equipment and training would be required to deploy an effective content delivery network solution for your company. Then see how much implementing a content delivery network could save the company in terms of travel, lodging, training, and other benefits and build your own case for ROI to present to management.

Is It Live?

Streaming video, in a pure sense, relates to feeding a live broadcast over the network to desktop machines. But there are other content-delivery mechanisms.

Downloading
Delivering video content using HTTP streaming or HTTP delivery requires that the user download the entire file of the video clip from a Web server before it can be played. For larger files this can mean waiting a fairly long time for the video to finish downloading.

Streaming
True video streaming means the file is sent to the user as a constant stream of data, and the user is able to start viewing it immediately and watch the video in real time. True streaming is used to broadcast live events over the Web, but it requires specialized streaming server equipment to function.

Progressive Downloading
Progressive downloading is a combination of downloading and actual streaming. The video clip is downloaded to the user's system, but the file begins playing as soon as enough data has been stored in the buffer. The file continues to play data from the buffer as the file is downloading rather than waiting until the entire file is received.

Streaming Content Production Services

Streaming content out to employees, whether live or using encoded, on-demand audio or video, can save a lot of money compared with the cost of travel and lodging to bring employees together. However, the expense of purchasing and implementing an enterprise content delivery network internally can be a bit exorbitant for many companies. In some cases it may make more sense to outsource the streaming media and content delivery needs to a company, such as one of those listed below. All of the listed companies provide services to either stream live events or encode and store audio or video and host it for on-demand retrieval.

Streaming Provider	Web Site
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What's Happening

Maximum Performance

Liquid Computing Steps Up High-Performance Servers For The Enterprise

by Stephen J. Bigelow

• • •

COMPUTING TASKS ARE BECOMING more complicated. Scientists are increasingly turning to computers to model sophisticated behaviors and reactions. Designers and engineers are also leveraging today's remarkable advances in processing power to create new products, buildings, and vehicles. Even more traditional business processes are applying computer power to find elusive marketing trends or unearth valuable new sales information.

Of course, all these tasks demand powerful computing resources that aren't served with fast desktop processors or general-purpose, four- to eight-processor servers. While some companies opt for clustering technologies, Andy Church, director of marketing at Liquid Computing, says that a new generation of powerful, single-box, high-performance computing servers is emerging to tackle the most demanding tasks.

Getting Into Character

Versatility is an absolutely essential characteristic when selecting a high-performance computing platform. Church says, "One should carefully consider the current and future uses of the server. Will it be used for multiple jobs? Will it need to be set up, torn down, and redeployed for other software problems?" High-performance computing platforms should also be able to adapt and grow with the customer's needs. "A high-performance computing server should be highly configurable down to the key components that can ultimately be the root cause of performance bottlenecks. Users should look for the ability to set up and configure a wide array of computing configurations (SMP; groups of SMPs connected via a high-speed network). They should be able to provision more components (processors, memory I/O, and storage I/O) as they are needed."

By changing to suit the particular processing needs of a customer, it's possible to match a system with the task, an objective that Church says is often overlooked. "Failure to consider these parameters can result in a mismatch in computing demands and the capabilities of their selected system infrastructure. No one wants to buy too much or too little capacity."

One recent trend to emerge in high-performance computing is the move toward server clustering, grouping computers together to address computing tasks. While clustering may certainly provide advantages in some processing tasks, Church notes that clustering is not appropriate in all situations and often does not yield the overall performance needed for large-scale tasks. "Several organizations are looking to throw commodity processors at large-scale computing challenges. It would appear that lower acquisition costs are tempting people into thinking they can get a great deal on deployment costs using inexpensive commodity hardware and internetworking equipment. Our TCO studies would suggest this is a fallacy. You cannot escape the fact that laying more software and adjuncts on top of existing infrastructure ultimately slows response time and increases overall systems management costs." Groups of low-end systems are just not cost-effective in high-end, high-performance computing tasks.

Focused Direction

Church points to Liquid Computing's emerging Liquid Server as an example of current high-performance computing server design directed toward future computing tasks. The Liquid Server is designed to be extremely scalable, offering support for (theoretically) almost any number of processors connected through a very fast communication channel. He also notes that the Liquid Server promotes service quality and troubleshooting: "It will deliver a set of quality of service controls that will ensure users get equal or priority access to computing resources. The autonomic control will take the guesswork out of system triage and troubleshooting. The Liquid Server will require less sophisticated resources to manage it."

Church says, "The Liquid Server is poised to deliver policy-driven control over all system-level resources." Such control promises to allow very efficient use of the server's resources. "Users will be able to set up virtual server configurations on a clock tick or increase storage bandwidth for a large file system reads or updates. The flexibility characteristics are only limited by one's imagination."

Although the pricing for a Liquid Server has not yet been finalized, the first release will support Red Hat Linux.

Doing More With Less

Church says that simply adding processors just isn't enough. Tomorrow's processing platforms must also offer the connectivity to support large numbers of processors without committing to limited hardware. "IT managers should look for 'pools' of processors and interconnect capacity that can infinitely scale and be dynamically controlled via software," he says. But it doesn't stop there. He also notes that resource management must become more intelligent to help busy administrators allocate resources or diagnose problem areas. "[Managers] should also expect to see these pools of infrastructure more intelligently managed," Church says. "Faulty equipment should rotate out of service before failures occur, negating an entire set of system performance triage and troubleshooting tasks."

In effect, future high-performance computing platforms promise to accomplish more tasks with less support, allowing computer users to accomplish practical business objectives. "Liquid is squarely focused on delivering an infrastructure that will let scientists and researchers focus on science, instead of computers and programming to machine specifications." As Church points out, the goal is to increase productivity while reducing the cost. "Enterprise users will be able to drive up processor productivity and eliminate all manual tasks that have traditionally been associated with deploying systems (configuring the network amongst processors, cabling, software overlays, and so on). Companies should expect their total computing/networking footprint to drastically contract and be far more productive."

Church also acknowledges that grid computing is another emerging technology that will undoubtedly find acceptance in the market. "One cannot argue that grid computing has its place. One need only look at Google Compute and the degree to which people are offering up their 'excess computing capacity.' " Still he emphasizes the idea that large-scale, high-performance computing tasks with highly interdependent data will best benefit from concentrated computing power. "Grid computing is characterized by adding software overlays over less reliable, lower bandwidth network links. Hence it is inappropriate for a wide range of computing challenges within the technical computing and enterprise space."

"IT managers should look for 'pools' of processors and interconnect capacity that can infinitely scale and be dynamically controlled via software."

- Andy Church, Liquid Computing

What's Next

Putting On The Fedora

OPEN-SOURCE SOFTWARE has received increased interest in recent years, often because businesses can develop and maintain their own in-house applications with more speed and efficiency (and less risk) than trusting critical software development to an uninvested third party. However, open-source strategies only work when platforms and products receive attention and input from the industry. After all, if no one is developing with the platform, it's not really "open."

This has been the main complaint with Fedora, Red Hat's free version of Linux. While Red Hat Enterprise Linux has become a popular commercial product, industry involvement with the free Fedora version has lagged, prompting Red Hat to transfer the copyrights and development work to the Fedora Project. With Fedora Core 4 now shipping, small to midsized enterprises and other users can expect additional features, such as support for more processors, support for multiple OSes on one PC, and a new GCC compiler.

A Closer Look At Yonah

WITH MOBILE PCS taking a more prominent role in homes and offices, mobile technologies are receiving increased attention. This is especially true of processors, where Intel has announced an aggressive suite of products slated to appear over the next several years, including the Yonah 65nm notebook chip scheduled for early 2006. Yonah sports two cores with a common 2MB cache that both cores can access completely. With over 150 million transistors (compared to 140 million on the current Pentium M), Yonah will also include security enhancements and improve power/heat management features—part of Intel's push to reduce power demands to achieve an eight hour battery run time by 2008. The one item noticeably absent from Yonah is 64-bit support, which may impact the adoption of Longhorn when Microsoft finally releases it in late 2006.

The Drive For Java

THE JAVA DEVELOPMENT LANGUAGE has been a tremendous asset for companies implementing their own unique Web/software infrastructures. However, tailoring and using Java for unique applications remains a challenge for developers, especially when using Java for specialized services. Sun Microsystems is hoping to ease development pains surrounding its Java Enterprise System suite by offering a battery of consulting services called SOA (Service-Oriented Architecture) Path. Services will include initial assessments and can range to more in-depth analysis of applications suitable for reuse within an enterprise. SOA Path is geared toward short-term tasks with relatively straightforward goals, and consultants render assistance for limited durations. It's not intended for large-scale corporate reprogramming projects.

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IDS/IPS/DoS
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Interceptor - Stops Network Attacks in Real Time
- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- Listed by Gartner as "Pure Play" in IPS
- 6 Different Intrusion Detection Models
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IDS/IPS/DoS
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TippingPoint Intrusion Prevention Systems
- Layer 2-7 protection against internal and external attacks
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IDS/IPS/DoS
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IDS/IPS/DoS
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Counter*ACT* enterprise network security appliance is so accurate in detecting and stopping hackers and self-propagating threats that 100% of ForeScout's customers turn on automatic blocking. Its unique, patented detect and protect methodology automatically defends your network without using signatures or anomaly detection.

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IDS/IPS/DoS
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Powerful features stop network & application-level attacks, such as distributed DoS, back doors, hybrid threats such as MS Blaster, SQL Slammer, Nimda, Code Red & SQL injection, command tampering & polymorphic buffer overflows.

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IDS/IPS/DoS
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Dedicated high-performance appliance devoted to remote access. The appliance is inexpensive, high-performance, remotely manageable, and reliable. It is standards based with a familiar browser-based interface that enables enterprises to easily install, configure, and maintain remote access VPNs. Supports PPTP, L2TP/IPSec and SSL VPN.

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VPN Appliance
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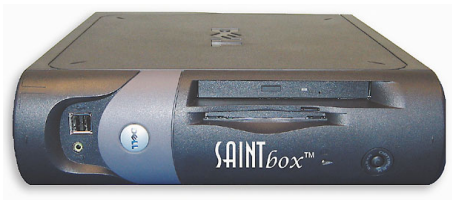
EMAIL: info@aepnetworks.com

Vulnerability Management
Virtual Booth 3898 • Virtual Product 1768



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Vulnerability Management
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Virtual Booth 452 • Virtual Product 2103

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OEM Security Platform
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Storage Networking
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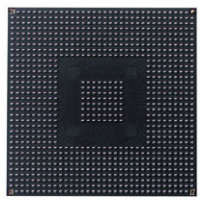
EMAIL: sales@qlogic.com

Storage Networking
Virtual Booth 4142 • Virtual Product 2116



InSpeed™ SOC 422 Embedded Storage Switch
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- Integrated Fibre Channel Controller
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$2,900
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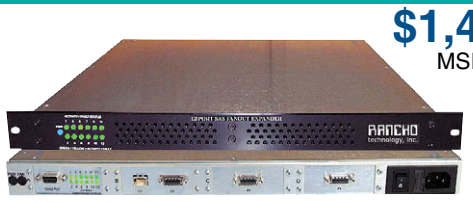
Storage Networking
Virtual Booth 4199 • Virtual Product 2275

$1,425
MSRP



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The GigaBrick 2600 is the perfect solution to allow your network to achieve Gigabit speeds. With state-of-the-art technologies such as 2 Gigabit ports, VLAN, QoS, Port Mirroring, Flow Control and Web traffic management, the GigaBrick 2600 is the perfect investment for your future needs.

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EMAIL: sales@hotbrick.com

VoIP Gateway
Virtual Booth 4038 • Virtual Product 1977

Ideal for small to medium enterprise locations the 4300T includes a T1 CSU/DSU WAN interface, 4 x 10/100 Mbps LAN interfaces and a crypto co-processor for VPN applications. It replaces multiple systems by integrating IP routing, a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.

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WEB: www.edgewaternetworks.com

Santa Clara, CA 95051
Fax: (408) 727-6430
EMAIL:sales@edgewaternetworks.com

VoIP Gateway
Virtual Booth 29 • Virtual Product 1761

Multi-Tech MultiVOIP gateways provide toll-free voice and fax communications over the Internet or Intranet. The MultiVOIP family of analog and digital models ranging from one to 60 ports, connect directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, toll-quality voice connections to any office on a VOIP network. MultiVOIP is designed to help maximize investments in the existing data and voice network infrastructure.

Modem ExExExpress

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VoIP Gateway
Virtual Booth 3339 • Virtual Product 2241

The Z-Connect router combines a voice gateway and network router in a single device. Simply plug in your analog telephone for instant VoIP capability and connect up to four computers for secure, shared Internet access. Includes up to 150 minutes of ready-to-use, free call time. When you plug in your analog phone, you can begin immediately making local, long-distance and international calls for free.

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VoIP Gateway
Virtual Booth 3987 Virtual Product 1920

EVoIP-4010 is a four-channel VoIP gateway in a rack-mountable enclosure. Once installed, the EVoIP-4010 provides IP trunking to remote offices or local and long-distance communications via VoIP. It includes new features such as an integrated hub for easier integration and connection to IT and phone networks and support for 110V and 220V systems in a single unit.

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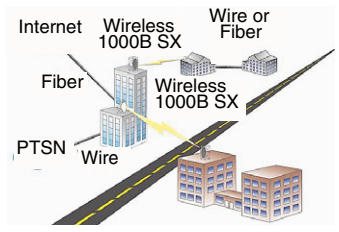

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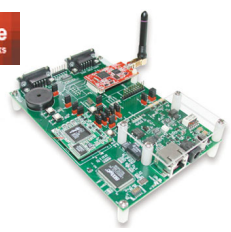

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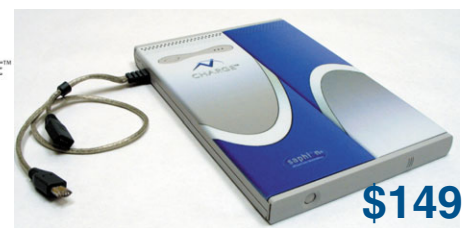

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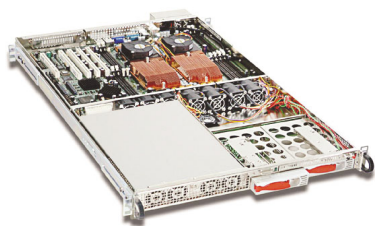

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OEM Server
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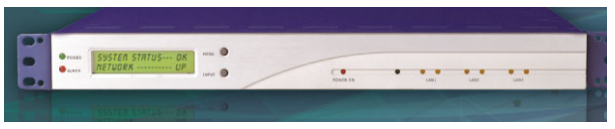

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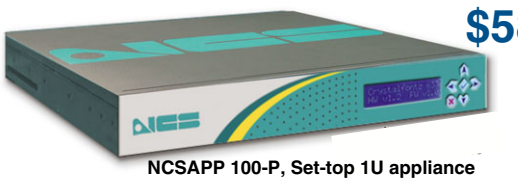

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The MDS-4 Media / Tape Degausser is designed to handle all formats of cassettes and tape reels up to 16 inches in diameter. The MDS-4 operates continuously without overheating in the low field strength setting and intermittently in the high field strength setting. The MDS-4 can erase tapes with coercivities up to 950 oersteds with widths up to 1 inch and 1500 oersted tapes with widths up to 8mm.

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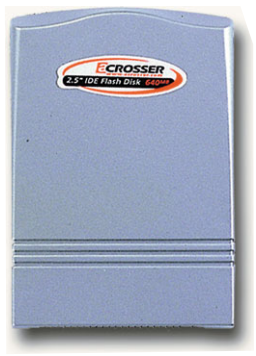

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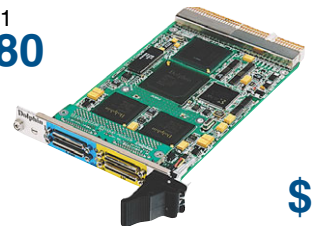

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Motherboard
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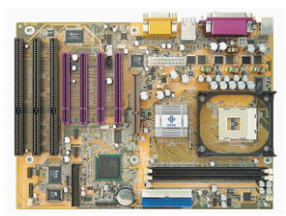

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Motherboard
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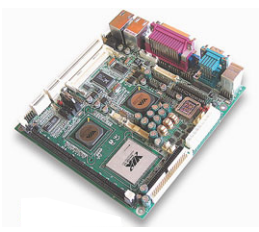

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Security Component
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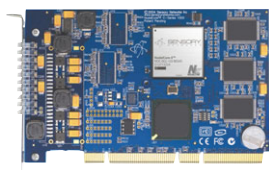

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Security Component
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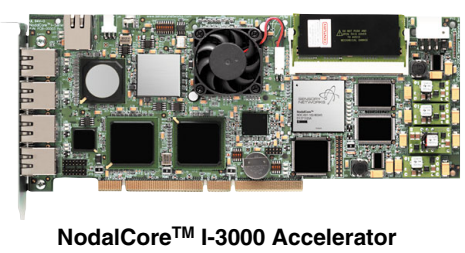

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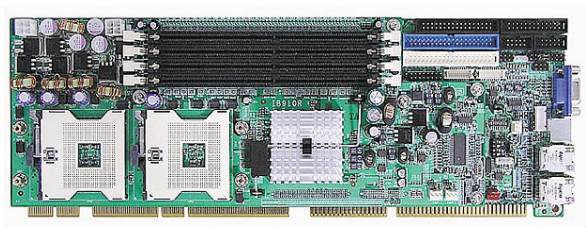

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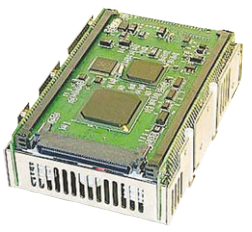

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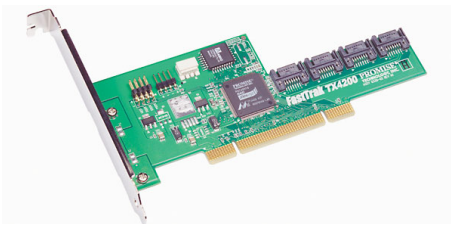

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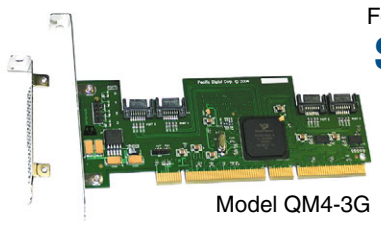

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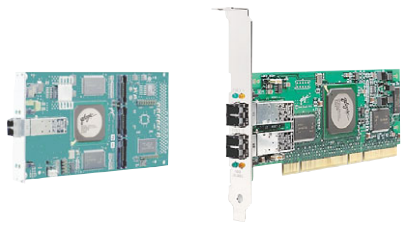

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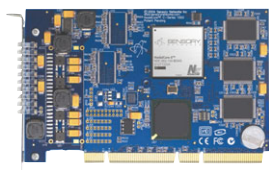

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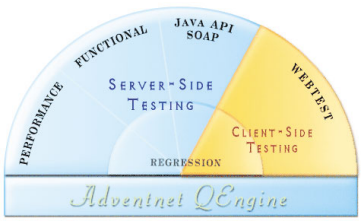

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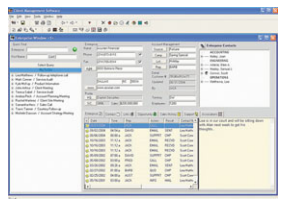

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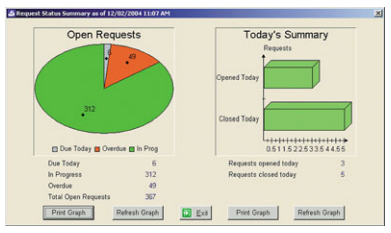

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For 20 years, Tigerpaw's award-winning CRM software solutions have helped over 5,000 users increase sales, improve operations, better track inventory, manage contracts, dispatch technicians, and improve customer service. If you want a complete integrated sales and customer service solution, unleash the power of the Tiger now to improve your bottom line.

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EMAIL: info@tigerpawsoftware.com

Process Automation
Virtual Booth 4097 • Virtual Product 2061

Application Automation Solutions

Tidal Software Inc is a leading provider of application automation, integration, and management solutions. Tidal provides organizations with products that ensure applications run at peak efficiency and bolster the business value that companies need to be successful.
- Increases productivity by delivering automation across a wider portion of your enterprise
- Enhances system reliability via intelligent automation and minimizes expensive downtime
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- Optimizes service and competitive advantage by speeding mission-critical business application processing

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Process Automation
Virtual Booth 3961 • Virtual Product 1877

The Intersection of People and Technology - Offering superior visibility into and control of service delivery for complex IT environments.

The Active Reasoning solutions:
- Report and track activities taken within the infrastructure.
- Guide individual activity and actions according to established policies, ensuring consistency and integrity in IT operations.
- Automate repetitive or labor-intensive operations, freeing valuable IT staff time for higher-value operations.
- Manage the activities of the IT organization by incorporating policies, procedures, and best practices.

Active Reasoning closes the gap between NSM and Service Management solutions, focusing on the human actions that support service delivery.

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Process Automation
Virtual Booth 4211 • Virtual Product 2268

True Cross-Platform / Multi-Platform Solution
OpCon/xps is a fast flexible way to automate and control a wide range of IT & business processes. It is one efficient tool that does the work of many; reducing IT cost, complexity and risk by dynamically responding to changes in your environment.

SMA's expertise is delivering enterprise automation solutions worldwide. Whether your organization is implementing e-business solutions, integrating ERP applications or improving the automation of new and existing IT environments, OpCon/xps is the proven solution for managing complex workloads within complex systems.

With the flexibility and power of OpCon/xps we can support any application and/or platform. But at SMA, we also support humans allowing your most critical resource to operate more efficiently, more error free and more creatively.

SMA OpCon/xps™

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Financial
Virtual Booth 3964 • Virtual Product 1879

$399
Starting Price

Getting a handle on your company's IT assets has never been easier thanks to **Visual Asset Manager**:
- Automatically audit your organization's IT assets
- Track leases, maintenance, depreciation & repair history
- Visually map assets, facilities, and even employees
- Easy setup -- you can be up and running in minutes
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Financial
Virtual Booth 4244 • Virtual Product 2391

$295
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Got 2 minutes? This is all it takes to start CONTROLLING your asset inventory and licensing with AuditWizard™.

- Audit your entire network 6 different ways
- Identify and audit all mobile and USB devices
- Detect, Analyze, and Report on PDA's, Smartphones, Flash Cards, etc.
- No client installations
- SQL version available also

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WEB: www.auditwizard.com
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Financial
Virtual Booth 4149 • Virtual Product 2128

Altiris offers Web-enabled solutions that easily manage desktops, notebooks, handhelds and servers. Altiris provides fully integrated systems management solutions for client and mobile, server, and asset management that automate, simplify, and reduce the cost of IT lifecycle management. Download a free 30-day evaluation copy. www.altiris.com.

altiris® intuitive > manageability

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WEB: www.altiris.com

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Financial
Virtual Booth 4004 • Virtual Product 1950

FindIT (Asset Management Software) brings up-to-date IT inventory information to your fingertips anytime, anywhere.

- Auto inventory of IT resources and non-discoverable fixed assets
- Daily change reports for hardware, software, patches and licenses
- View assets by location, department or project/owner
- Auto application discovery and metering -- detect applications installed on servers and track software usage within a corporation to control licensing cost and compliance
- Daily and weekly reports for system usage, availability and general health
- Supported on IBM-AIX, HP-UX, SUN Solaris, Tru64 Unix, LINUX, Windows NT/2000/2003 and OpenVMS

PerfCap Corporation

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Fax: (603) 594-0826
WEB: www.perfcap.com
EMAIL: info@perfcap.com

Financial
Virtual Booth 3926 • Virtual Product 1808

Adaptive Server Enterprise (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.

SYBASE®

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Project Management
Virtual Booth 4096 • Virtual Product 2059

infoSavant™ is a highly flexible, easy to use, locally controlled and integrated Knowledge System. The system facilitates in-process collaboration, knowledge capture, and organization of business intelligence, thereby providing a comprehensive knowledgebase of the project domain. Web and Win32 based.
Knowledge Systems: Topic centric. User taxonomy.
Electronic Library: Organizes files in their native format.
Workflow: Proprietary Active Queue Technology.
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Decision Support: Bi-directional access between infoSavant and Microsoft Excel.
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EMAIL: sales@kmsciences.com

Content Transformation
Virtual Booth 3926 • Virtual Product 1809

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.

iAnywhere A SYBASE COMPANY

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Dublin, CA 95468
Phone: (800) 801-2069
Fax: (519) 747-4971
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EMAIL: contactus@ianywhere.com

Load Balancing
Virtual Booth 3963 • Virtual Product 1880

Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:
- **Health monitoring**
- **Load balancing**
- **Bandwidth management**
- **Traffic redirection**
- **Denial of service protection**

By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.

True North Solutions™ Securing Tomorrow's Networks, Today

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Load Balancing
Virtual Booth 4168 • Virtual Product 2155

StoneBeat®

The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.

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Network Analysis
Virtual Booth 4011 • Virtual Product 1957

WildPackets' Omni^3 is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.
Key Benefits
- Faster resolution of faults
- Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features
- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni^3 engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

For your free eval, visit www.wildpackets.com/processor

WildPackets

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Walnut Creek, CA 94597
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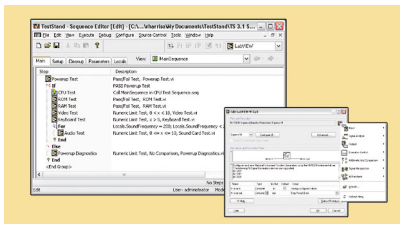
Fax: (925) 937-3211
WEB: www.wildpackets.com
EMAIL: info@wildpackets.com

Network Analysis
Virtual Booth 4082 • Virtual Product 2025



Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.

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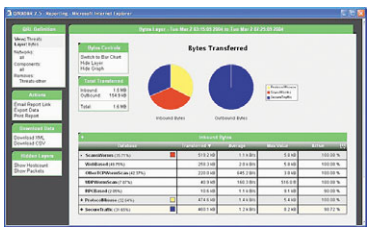
EMAIL: sales@ni.com

Network Management
Virtual Booth 3945 • Virtual Product 1839

QRadar



QRadar Network Anomaly Detection

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.

Q1Labs

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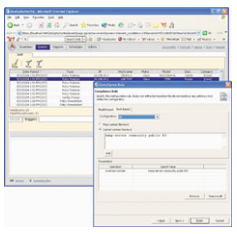
Fax: (781) 250-5880
WEB: www.Q1Labs.com
EMAIL: info@Q1Labs.com

Network Management
Virtual Booth 3889 • Virtual Product 1752



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:
- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

Get your FREE guide, "Selecting a NCCM Solution" at: www.alterpoint.com/selecting

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Network Management
Virtual Booth 4147 • Virtual Product 2123

VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. **VoyenceControl!** improves network security and increases availabilityby preventing errors from being introduced during the design or change process. **VoyenceControl!** significantly reduces the time, resources and costs associated with managing complex networks.

VOYENCE™

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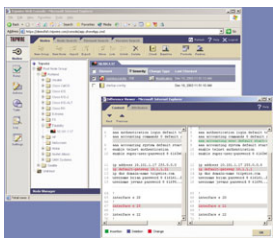
Fax: (972) 759-3998
WEB: www.voyence.com
EMAIL: info@voyence.com

Network Management
Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.

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Network Management
Virtual Booth 3805 • Virtual Product 1589

$375
(5 server license)

GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!

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Network Management
Virtual Booth 3935 • Virtual Product 1823

AdRem NetCrunch 3.1

- Visualize the logical & physical topologies of your network
- Monitor the status and performance of network hosts, services and applications
- Be the first to know of network problems and correct them
- Validate service levels and plan for network capacity
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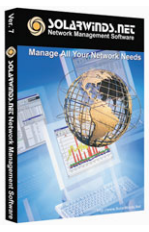
Network Management
Virtual Booth 4108 • Virtual Product 2079



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools.

SOLARWINDS.NET Network Management Tools
http://www.SolarWinds.Net

8221 E. 63rd Place
Tulsa, OK 74133
Phone: (918) 307-8100
Fax: (918) 307-8080
WEB: www.solarwinds.net
EMAIL: info@solarwinds.net

Network Management
Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes

- Network Discovery
- Server Discovery
- Leak Discovery
- Wireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

Flexible term-licensing options starting at $25,000

LUMETA®

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Network Management
Virtual Booth 4220 • Virtual Product 2307

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"–continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

Benefits & Highlights:

- Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations
- Provide precise inventory forecasting

MetaSolv® Software

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Database & Data Mining
Virtual Booth 4093 • Virtual Product 2056

BLADEWORKS™

Bladeworks™ (Business Intelligence) software is the only configurable, plug-and-play solution that searches, analyzes, and operates on transactional and historical data in real-time across remote & disparate databases. Bladeworks has the unique ability to discover similarities and non-obvious relationships in data in real-time and apply the results of data analysis to an operational environment.

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Database & Data Mining
Virtual Booth 4100 • Virtual Product 2068

ArC Overview

Network-based archive for fixed-content data

Storage Management Solution

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.

ARCHIVAS digital archiving

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Database & Data Mining
Virtual Booth 4227 • Virtual Product 2333

QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.

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Database & Data Mining
Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.
Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

SYBASE®

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EMAIL: sales@sybase.com

Database & Data Mining
Virtual Booth 4070 • Virtual Product 2029

MaXware ExpresSync
Data Synchronization Tool

MaXware's ExpresSync is a one-to-one data synchronization tool that enables enterprises to easily manage their identity integration requirements. ExpresSync securely moves data between any two repositories or applications - regardless of platform, protocol, type or location. ExpresSync is a low cost, scalable solution designed to meet the critical needs of an organization, improve efficiency and provide a rapid return-on-investment.
The MaXware ExpresSync is one component of MaXware's overall Identity Management offering including Meta Directory, Virtual Directory, Workflow, Provisioning and Password Management.

Starting at $8,500

maXware.

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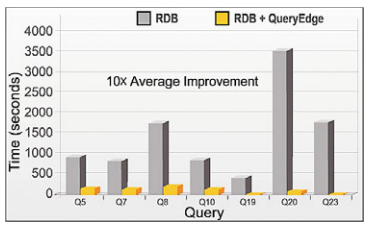
Database & Data Mining
Virtual Booth 4055 • Virtual Product 2004



RightOrder QueryEdge improves the performance, scalability and flexibility of business-critical applications by orders of magnitude. Based on the patented Index Fabric Technology, QueryEdge enables Global 5000 organizations to increase the performance of Business Intelligence, Data Warehouse and other query-intensive and reporting applications by 10-50x.

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Document Imaging
Virtual Booth 4052 • Virtual Product 1997

The amount of information that arrives at your business increases everyday. And while a high percentage is Internet-based, much of it still comes the traditional way - via paper documents. AnyDoc Software provides a complete line of automated document and data capture software solutions to eliminate the need for manual data entry from all your paper invoices, forms and documents.
Our multiple award-winning OCR for AnyDoc® is the most powerful and flexible data capture solution available. It is currently in use at thousands of businesses worldwide, in virtually every industry, transforming stacks of paper invoices, forms and documents into computer-readable data without any need for data entry operators.
With OCR for AnyDoc you will: improve productivity, increase data accuracy, reduce data entry costs, eliminate wasted resources, and receive a rapid ROI.

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Antispam
Virtual Booth 3698 • Virtual Product 1284

- Web interface for user spam management
- Mulitple antispam filtering technologies are used for high accuracy
- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages

Starting Price $17.50 per user for commercial organizations. Volume & Educational discounts available.

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Antispam
Virtual Booth 3934 • Virtual Product 1822

iHateSpam for Exchange

iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam
- 30-day product evaluation

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EMAIL: sales@sunbelt-software.com

Antispam
Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

postini

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as $3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions.
Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Antispam
Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?
- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
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- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

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WEB: www.tumbleweed.com
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Email
Virtual Booth 4181 • Virtual Product 2197

SuSE Linux Openexchange Server is the modular all-in-one communication and collaboration solution that yields **savings of up to 63%!** More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.
The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.

SPINWEB net designs, inc

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WEB: www.spinweb.net
EMAIL: sales@spinweb.net

Email Utility
Virtual Booth 4194 • Virtual Product 2228

Automatically Manage Mailboxes, PST Files and Public Folders

Mail Attender® Enterprise centrally manages content within PST files (network accessible and local), public folders and Exchange mailboxes to save your company time and expense.
Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs.
Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enterprise!
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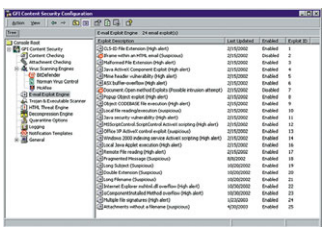
Email Utility
Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: $3,750; 100 users: $950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

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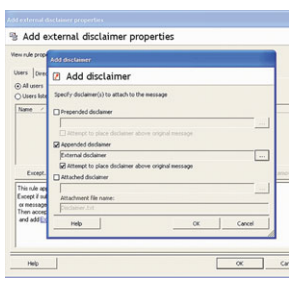
Email Utility
Virtual Booth 4234 • Virtual Product 2350

$395
for 10 users



Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers anti-spam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.

Red Earth Software

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Fax: (603) 457-8455
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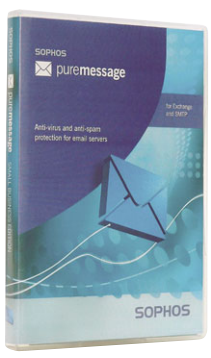
EMAIL: sales@redearthsoftware.com

Email Utility
Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.
- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

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Email Utility
Virtual Booth 4255 • Virtual Product 2427

Stellar E-Mail Shuttle™ is the leading industrial strength migration software providing AnyWhere2AnyWhere™ e-mail migration and directory synchronization to and from Microsoft® Exchange, Novell® GroupWise®, Lotus® Notes®/ Domino®, Fisher TAO, Scalix, Oracle® Collaboration Suite, Sun ONE™, HP OpenMail and IMAP4-compliant systems. For a free evaluation, visit www.e-mailshuttle.com/register/.

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Instant Messaging
Virtual Booth 4166 • Virtual Product 2153

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- Instant Message (IM)
- Presence
- Numberless Dialing (Paging)
- Intercom
- Voice recording
- Conferencing
- Dynamic conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.

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Mobile CRM
Virtual Booth 4068 • Virtual Product 2027

Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.

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WEB: voiceautomation.com
EMAIL: sales@voiceautomation.com

Mobile CRM
Virtual Booth 3958 • Virtual Product 1873

Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

air2web

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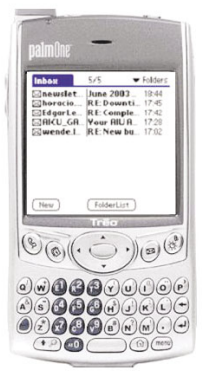
WEB: www.air2web.com
EMAIL: info@air2web.com

Mobile Email
Virtual Booth 3958 • Virtual Product 1872



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

air2web

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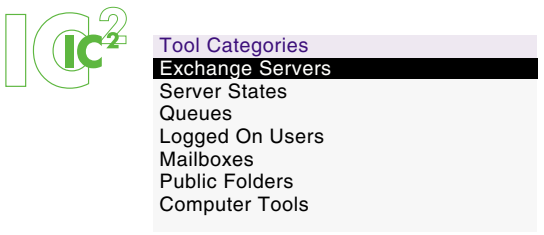
EMAIL: info@air2web.com

Mobile System Management
Virtual Booth 3955 • Virtual Product 1863

IC²



Infrastructure Command and Control (IC²) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC²'s unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.

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Operating System
Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the **iSeries**, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On **iSeries**, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.

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Access Control
Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Access Control
Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Mobility Identity Enforcement

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.

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Access Control
Virtual Booth 3968 • Virtual Product 1884

User ID Management Solution

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

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Access Control
Virtual Booth 4092 • Virtual Product 2054

Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords. PassGo also has a free version of SSO Plus available for non-commercial use -- www.ssoplus.com

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Access Control
Virtual Booth 4115 • Virtual Product 2088

RoboForm 6.0

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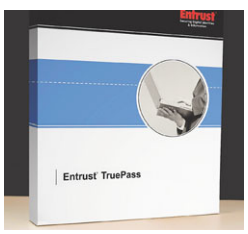
Access Control
Virtual Booth 3944 • Virtual Product 1838

Entrust® TruePass™



You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use - increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a Web browser.

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Antispyware
Virtual Booth 4213 • Virtual Product 2270

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Antispyware
Virtual Booth 3782 • Virtual Product 2343

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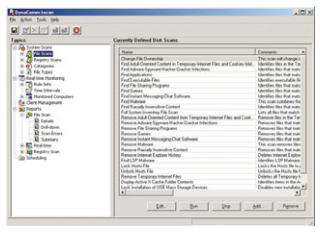

Use DynaComm i:scan to remove spyware and adware, eliminate malware infections, even lock down systems and manage the use of USB mass storage devices through distributed scanning and real-time monitors. Designed to provide protection across the largest network, all managed from a central console. Learn more at www.dciscan.com.

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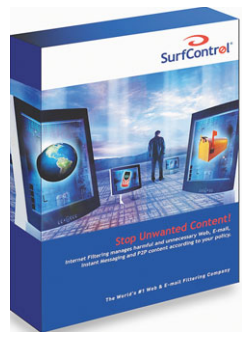
Content Filter
Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting & analysis. Call for quote.

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Content Filter
Virtual Booth 4143 • Virtual Product 2118

Websense, Inc. enables organizations to manage employee Internet use through multilayered Web filtering and security solutions. This employee-centric approach protects organizations from new and emerging threats such as spyware, phishing and malicious mobile code, and complements traditional security solutions. Websense award-winning and industry-leading filtering solutions help organizations manage how employees use the Web.

- Manage employee Internet access
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Database Security
Virtual Booth 4027 • Virtual Product 1966

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. **WizRule** detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

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Database Security
Virtual Booth 4077 • Virtual Product 2037

Audit Suite provides a powerful, non-intrusive, data-security solution for corporate databases with a 24x7x365 audit-trail of all SQL requests. This ensures accountability and deters eavesdropping by trusted insiders.

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Event Correlation
Virtual Booth 3746 • Virtual Product 1485

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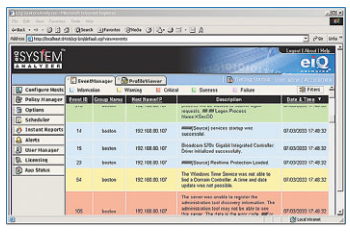

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Event Correlation
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Event Correlation
Virtual Booth 4064 • Virtual Product 2019

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Event Correlation
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Event Correlation
Virtual Booth 4114 • Virtual Product 2087

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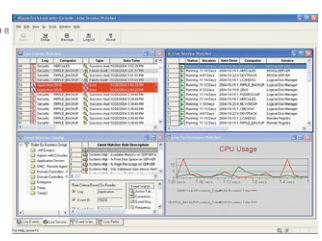

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Event Correlation
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Firewall Application
Virtual Booth 4151 • Virtual Product 2126

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IDS/IPS
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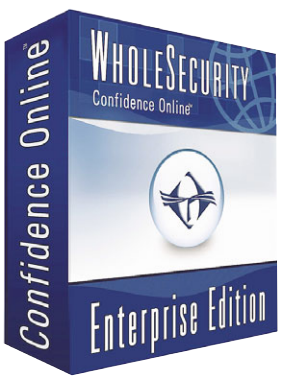
IDS/IPS
Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats?
WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

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Fax: (512) 874-7401
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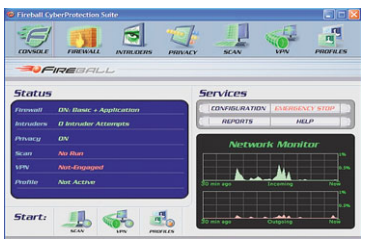
EMAIL: sales@wholesecurity.com

Mobile Device Security
Virtual Booth 4091 • Virtual Product 2053



Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPSec VPN. Controls all levels of network traffic and communications.

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Mobile Device Security
Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization's contact and ownership information is hardcoded directly within your custom Enterprise version.
- Once notified of a theft, recovery agents at Brigadoon Software's worldwide monitoring and command center provide full technical, tracking and recovery support to the customer and local police.

Brigadoon Software inc

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WEB: www.brigadoonsoftware.com EMAIL:sales@brigadoonsoftware.com

Policy Compliance
Virtual Booth 3868 • Virtual Product 1703

Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

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Policy Compliance
Virtual Booth 3975 • Virtual Product 1906

The Enforcer/EI

Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
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- Assures privacy
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Policy Compliance
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Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

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Policy Compliance
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Policy Compliance
Virtual Booth 4221 • Virtual Product 2311

CREDANT® Mobile Guardian (CMG) Enterprise Edition

This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.

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Rights & Permissions
Virtual Booth 4162 • Virtual Product 2145

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Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.

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Rights & Permissions
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as low as
$19.95
per user

Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

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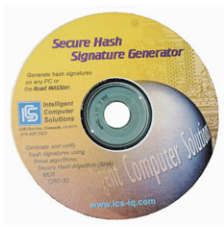

The **"Secure Hash Signature Generator"** creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASSter running the Windows operating system.

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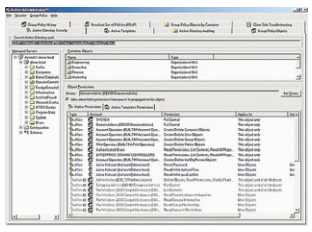
Virtual Booth 3960 • Virtual Product 1875

Active Administrator



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.
- Simplified Group Policy Planning, Management & Backup
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EMAIL: sales@scriptlogic.com

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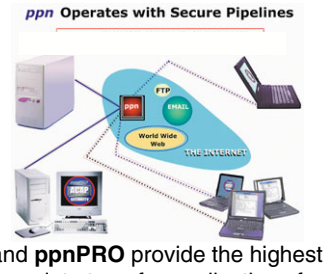
Virtual Booth 4150 • Virtual Product 2125



Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.

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EMAIL: info@acapsecurity.com

Rights & Permissions
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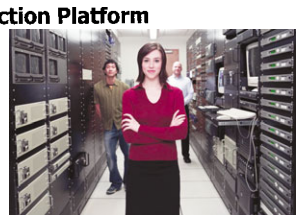
Entrust®
Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.

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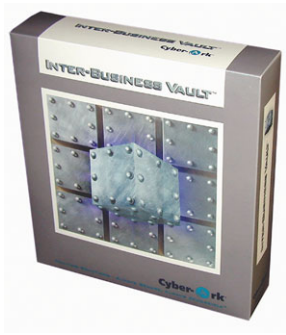
Fax: (613) 270-2501
WEB: www.entrust.com/stp/pro
EMAIL: entrust@entrust.com

VPN Application
Virtual Booth 3971 • Virtual Product 1888



The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.

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VPN Application
Virtual Booth 4078 • Virtual Product 2040

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.
OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

OvisGate Software

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Vulnerability Management
Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software

You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.
- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.

intrusec

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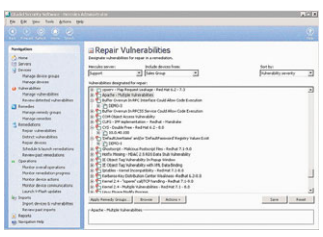
EMAIL: info@intrusec.com

Vulnerability Management
Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

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Vulnerability Management
Virtual Booth 3880 • Virtual Product 1724

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Vulnerabiltiy Management
Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: $795 per server and $29 per desktop

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Vulnerability Management
Virtual Booth 4164 • Virtual Product 2147

Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

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Fax: (516) 364-7036
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EMAIL: sales@allegent.net

Backup Application
Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

VERITAS™

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WEB: www.veritas.com
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Backup Application
Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable
- Flexible

betasystems

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WEB: www.betasystems.com

Greenbelt, MD 20770
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Backup Application
Virtual Booth 3991 • Virtual Product 1926

Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

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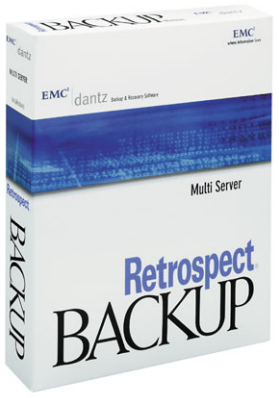
EMAIL: sales@21stcenturysoftware.com

Backup Application
Virtual Booth 4062 • Virtual Product 2014



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.

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Backup Application
Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
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Backup Application
Virtual Booth 3929 • Virtual Product 1814

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Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

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Backup Application
Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

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- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
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Backup Application
Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

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LeanOnMe features:

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- Protects files or folders
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Backup Application
Virtual Booth 4224 • Virtual Product 2314

Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.

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Backup Utility
Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media
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- To and from any location
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- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory
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- Media at the Offsite Vault

Web-Based Advantages
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- No corrupt database issues
- Backups done at the server level

AES

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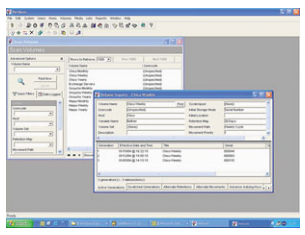
Backup Utility
Virtual Booth 3998 • Virtual Product 1943

Vertices® The Media Management System



Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.

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Data Replication
Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.
As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.

constantdata

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WEB: www.constantdata.com
Hopkins, MN 55343
Fax: (952) 933-2551
EMAIL:sales@constantdata.com

Storage Resource Mgmt.
Virtual Booth 3747 • Virtual Product 1483

The CreekPath Suite provides integrated Storage Operations Management—you can readily discover what you have, see how it is performing, visualize the storage environment, and identify resources and opportunities for optimization. You can automate reporting to stay up to date on the health of your storage environment, and accurately plan for future demands. The CreekPath Suite also has management capabilities that let you resolve problems and automate workflow according to policies, sharing a common workflow and a policy engine that automates processes while tightly integrating Storage OperationsManagement (SOM) for maximum efficiency.

The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the network.

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Fax: (303) 845-1002
WEB: www.creekpathsystems.com
EMAIL: sales@creekpathsystems.com

Storage Resource Mgmt.
Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality

NTP Software™

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Storage Resource Mgmt.
Virtual Booth 3979 • Virtual Product 1901

SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.

DataCore™ SOFTWARE

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Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB: www.datacore.com
EMAIL: salesops@datacore.com

Storage Resource Mgmt.
Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.
- Easy to use, centralized management
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Fax: (760) 683-2599
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EMAIL: info@nstor.com

Storage Resource Mgmt.
Virtual Booth 3979 • Virtual Product 1900

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.
To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

DataCore™ SOFTWARE

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Storage Resource Mgmt.
Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.
- Installs easily and quickly with no required production server downtime
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- Provides seamless access to files---user directories remain unchanged
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Storage Utility
Virtual Booth 3820 • Virtual Product 1614

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Storage Utility
Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

Precision I/O

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Fax: (650) 739-0838
WEB: www.precisionio.com
EMAIL: sales@precisionio.com

Storage Utility
Virtual Booth 3905 • Virtual Product 1777

WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

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Baseline & Audit
Virtual Booth 3793 • Virtual Product 1559

Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize down-time, and forge a strong, seamless network environment.

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- Enterprise view
- Auto discovery
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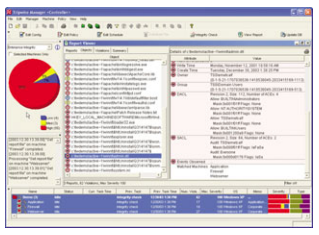
EMAIL: sales@configuresoft.com

Baseline & Audit
Virtual Booth 4066 • Virtual Product 2023



Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

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EMAIL: sales@tripwire.com

Cluster Management
Virtual Booth 3920 • Virtual Product 1792

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

VERITAS™

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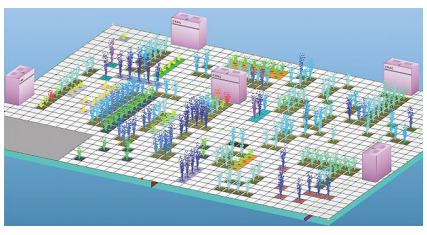
WEB: www.veritas.com
EMAIL: sales@veritas.com

HVAC Management
Virtual Booth 4058 • Virtual Product 2006



TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.

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Patch Management
Virtual Booth 3819 • Virtual Product 1754

iPass Endpoint Policy Management Service

- **Continuous, automated assessment.** iPass inventories security assets on the PC and runs a security assessment before allowing an Internet connection.
- **Automated remediation.** After assessing the device, iPass automatically remediates OS patches and antivirus definition files based on your policies and priority levels.
- **Automated patch management**. Each time an OS patch is released, it's immediately available. The management of antivirus updates is also highly automated.

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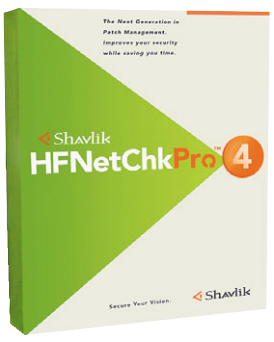
Patch Management
Virtual Booth 4177 • Virtual Product 2187



The industry standard for automated security patch management, Shavlik HFNetChkPro™ is the fastest, easiest, most logical way to secure your network. Start patching in just 30 minutes to ensure that your systems are fully protected.

Download the trial version at www.shavlik.com/trial2.aspx

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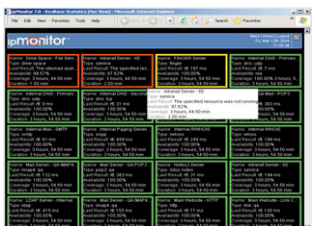
EMAIL: sales@shavlik.com

Performance Monitoring
Virtual Booth 3990 • Virtual Product 1925



ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.

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Performance Monitoring
Virtual Booth 3920 • Virtual Product 1793

VERITAS i³™ is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multi-tiered IT infrastructure by continuously monitoring all technologies that contribute to response time.
Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.
Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.
Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.

VERITAS™

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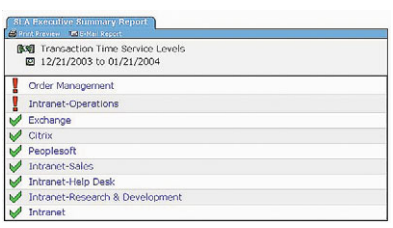
Performance Monitoring
Virtual Booth 4043 • Virtual Product 1985

$34,500
Starting Price



NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.

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Performance Monitoring
Virtual Booth 4233 • Virtual Product 2388

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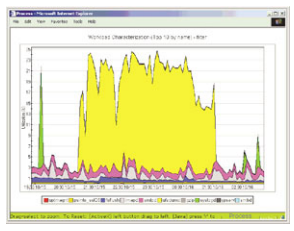
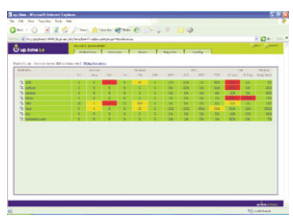
Performance Monitoring
Virtual Booth 3925 • Virtual Product 1806





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- Drill down to individual geographic regions or functional groups
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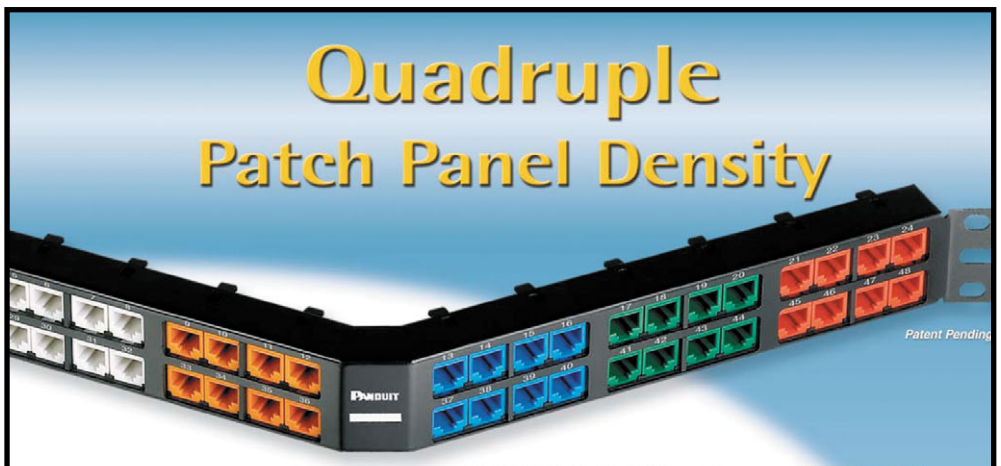
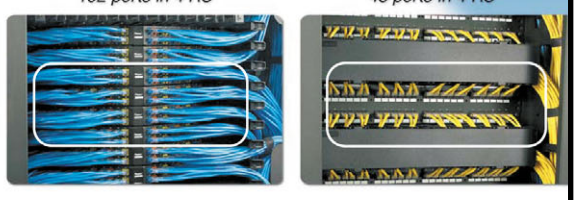
Quadruple Patch Panel Density



Angled High Density (192 ports in 4 RU) **vs.** **Conventional** (48 ports In 4 RU)

Angled Patch Panel
Eliminates Need for Horizontal Cable Managers

High-Density Patch Panel
48 Ports in One Rack Space



PANDUIT Angled Patch Panels manage high-density network applications in up to one-fourth the area of conventional cable management systems. Angled Patch Panels facilitate proper bend radius of each cable as it is routed directly into a vertical cable manager, eliminating the need for horizontal cable managers. *PANDUIT* offers angled solutions for all high-density installations:

- *MINI-COM*® **High Density Angled Modular Patch Panels** increase the density by featuring 48 ports in one rack space or 72 ports in two rack spaces
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- *MINI-COM*® **Angled Flush Mount Modular Patch Panels** include rear mount faceplates, allowing the modules to be flush with the front of the patch panels
- *MINI-COM*® ***ULTIMATE ID***™ **Angled Modular Patch Panels** provide TIA/EIA-606-A compliant installations or customized labeling for specific applications

MINI-COM® Patch Panels accept all *MINI-COM*® Modules for copper, fiber and coax to facilitate future upgrades. *PANDUIT* offers a range of cable management products with integral bend radius control that, when used with angled patch panels, eliminate the need for horizontal cable managers. In combination, these products provide the user with the ultimate high-density cable management system.

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Performance Monitoring
Virtual Booth 4021 • Virtual Product 1961

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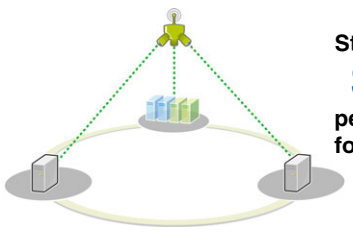
Performance Monitoring
Virtual Booth 3985 • Virtual Product 2411



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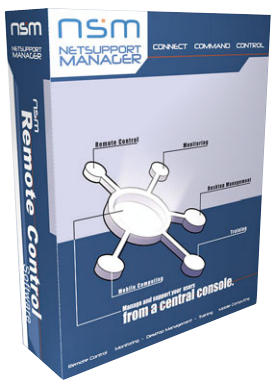
Remote Control
Virtual Booth 3800 • Virtual Product 1579

$99



PC Remote Control and Desktop Management
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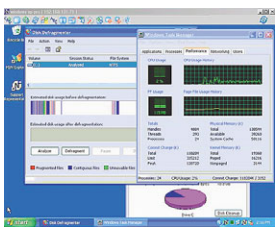
Remote Control
Virtual Booth 3878 • Virtual Product 1721

$795
Starting Price



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Scheduling Application
Virtual Booth 4188 • Virtual Product 2205

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- Dial up an ISP for an Internet connection
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- Transfer files across networks & nodes
- Trigger a secondary .exe based on name of a file dropped into a folder

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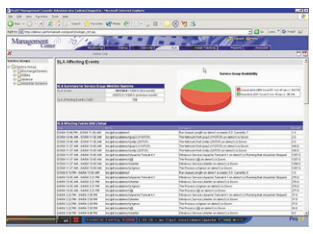
Systems Management Suite
Virtual Booth 4010 • Virtual Product 1954

$10,000
Starting Price



ProIT is an easy-to-use, rapidly deployed software solution. ProIT enables IT administrators and engineers to work together to monitor and manage all system resources from a single place, eliminating the need for multiple, expensive-to-maintain software tools, while providing a total enterprise view for detection, diagnostics and problem resolution. Download a FREE TRIAL today at www.performanceit.com.

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Systems Management Suite
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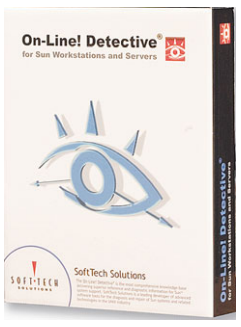

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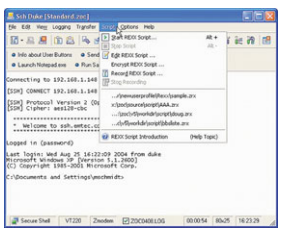

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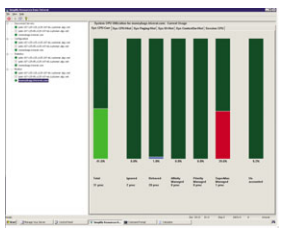

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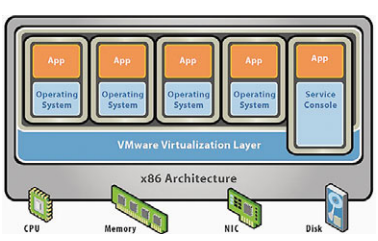

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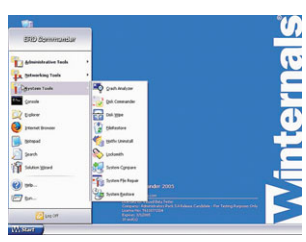

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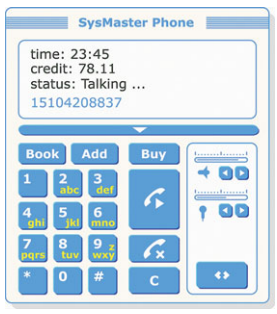

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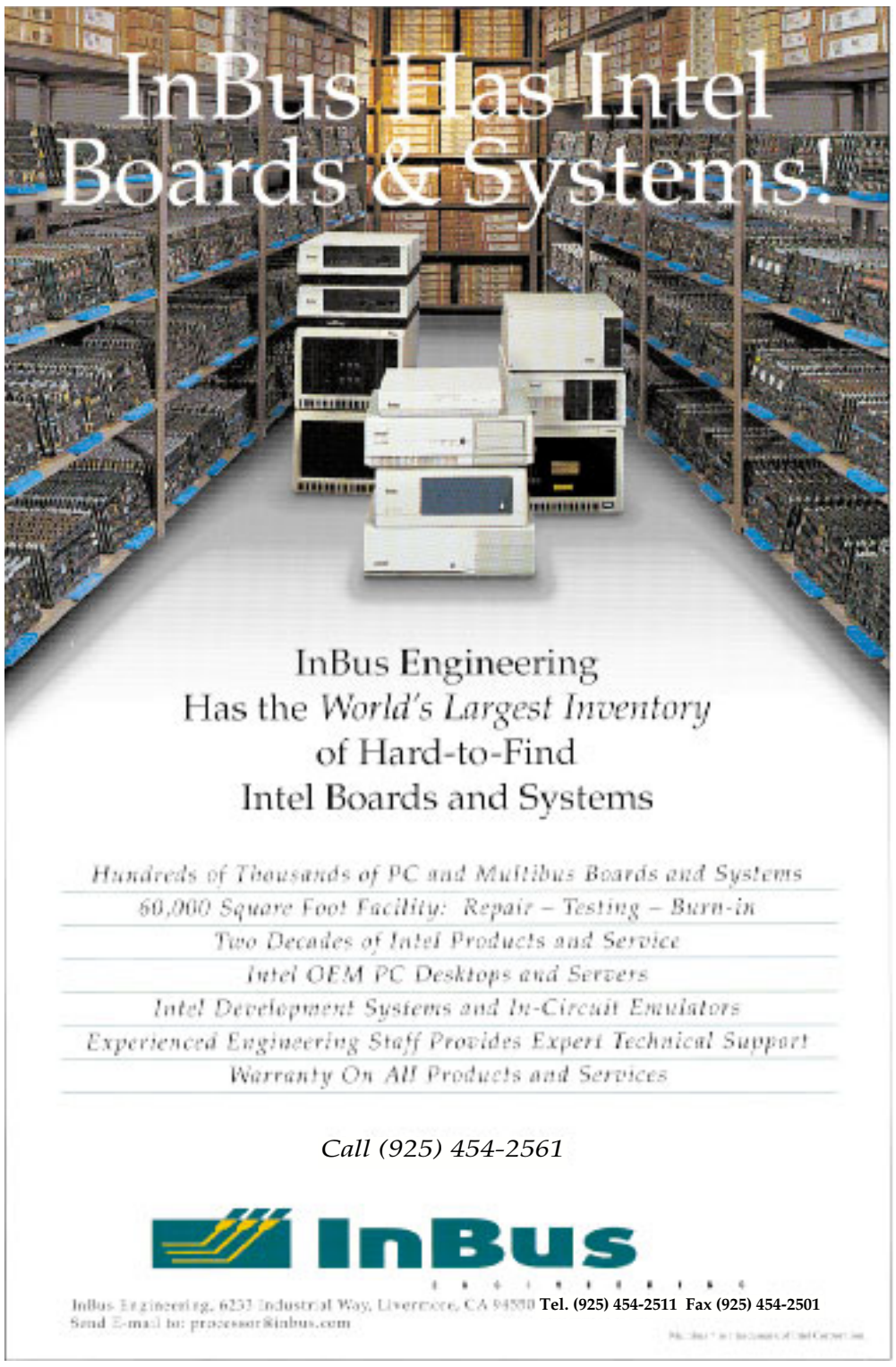

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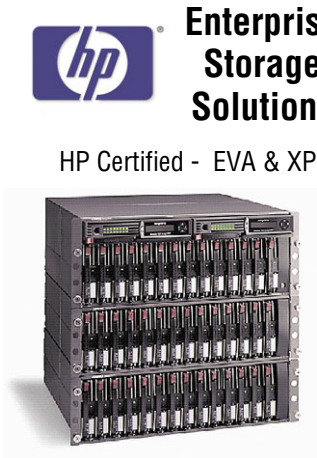

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